

1/3/94

SUBJ: ORGANIZATION—FAA HEADQUARTERS

1. PURPOSE. This change transmits revision to: Chapter 93, Air Traffic Plans and Requirements Service; Chapter 98, Associate Administrator for Airway Facilities; and, Chapter 100, System Management Service. This change also transmits two new chapters: Chapter 99, Operational Support Service, and Chapter 101, NAS Transition and Implementation Service.

2. EXPLANATION OF CHANGE. This change:

a. Retitles the Systems Maintenance Service as the System Management Service.

b. Establishes the Operational Support Service. This service combines functions previously performed by the System Management Service and Air Traffic Plans and Requirements Service. The Operational Support Service will provide an integrated, systems-oriented approach to promote: System development and maintenance support, improved responsiveness to operational system problems at field sites; total quality assurance processes; and improved integration of new systems and enhancements to National Airspace System (NAS) components, including automated air traffic control systems. The service will have three staffs and five divisions.

c. Documents the establishment of the NAS Transition and Implementation Service. The service will have one staff and four divisions.

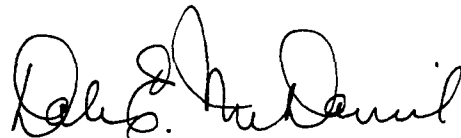
d. Documents the transfer of the Facilities Management Staff to the Associate Administrator for Airway Facilities.

e. Documents the transfer of the NAS Support Division to the System Management Service.

3. DISPOSITION OF TRANSMITTAL. After filing the revised pages, this change transmittal should be retained.

PAGE CONTROL CHART

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Dale E. McDaniel
Acting Administrator for Policy,
Planning, and International Aviation

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CHAPTER 93. AIR TRAFFIC PLANS AND REQUIREMENTS SERVICE

CHAPTER 93. AIR TRAFFIC PLANS AND REQUIREMENTS SERVICE

CHAPTER 93. AIR TRAFFIC PLANS AND REQUIREMENTS SERVICE

93-1. MISSION. The Air Traffic Plans and Requirements Service manages, directs, and advises the Associate Administrator for Air Traffic in the planning and requirements of the air traffic system including: Facilities and equipment, leased services programs, telecommunications systems, and aviation weather services; develops and manages national air-space programs, policies, and standards; and develops requirements for national software for the use of air traffic control automation throughout the FAA.

93-2. FUNCTIONAL ORGANIZATION. The functional organization of the Air Traffic Plans and Requirements Service is shown in Figure 93-1.

93-3. FUNCTIONS. As the principal staff element of the FAA for air traffic plans and requirements:

- a. Develops air traffic control operational plans, programs, and requirements and identifies aviation weather service and operational telecommunications requirements to support the air traffic control system.
- b. Assesses current programs and proposed planning requirements based on agency planning standards, guidelines, and recommended priorities, and develops and recommends plans and requirements for the provision of air traffic services in the National Airspace System.
- c. Establishes requirements for ATC operational and associated support software for air traffic control automation systems, excluding maintenance and diagnostic software.
- d. Maintains ATC operational and associated support software at field facilities for air traffic control automation systems.
- e. Acts as the agency focal point with the Department of Defense for coordination of long-range planning which will impact operational developments for the National Airspace System.
- f. Plans air traffic system activities, develops, coordinates, and implements programs (leased services communications and facilities and equipment (F&E) appropriations) required in accomplishing their mission.
- g. Evaluates and certifies operational and associated support software developed for a future air traffic control automation system to satisfy air traffic operational requirements.

93-4. SPECIAL DELEGATION. The Director, Air Traffic Plans and Requirements Service, is delegated authority to approve on behalf of the Associate Administrator for Air Traffic, those software computer standards and procedures pertaining to the operational maintenance and improvements

of air traffic control automation activities conducted by air traffic field elements.

93-5. SPECIAL RELATIONS. The Air Traffic Plans and Requirements Service shall:

- a. Coordinate with appropriate offices and services in the development and validation of operational requirements of the air traffic system.
- b. Coordinate with the Associate Administrator for Contracting and Quality Assurance, the Operational Support Service, and appropriate offices under the Executive Director for System Development on proposed plans for improvement of the air traffic control and air navigation systems, and changes in operational requirements or procedures, in order that the service or office in these organizations can ascertain the related actions required.
- c. Use the planning standards and criteria formulated by the Office of Aviation Policy, Plans, and Management Analysis as a basis for determining aviation trends in the development of plans and operational requirements for the air traffic system.
- d. Use the economic, environmental, and aeronautical forecasts of the Office of Aviation Policy, Plans, and Management Analysis as a basis for determining aviation trends in the development of plans and operational requirements for the air traffic system.
- e. Withdrawn—CHG 24.
- f. Collaborate with other organizations as necessary in determining the points at which the air traffic control operational data systems and program data systems are interdependent or related, and jointly establish procedures which will ensure that these systems are planned and operated in a coordinated manner.

93-6. OFFICE OF THE DIRECTOR. Under the executive direction of the Associate Administrator for Air Traffic, the Director, Air Traffic Plans and Requirements:

- a. Provides assistance to the Administrator and other key officials in the agency on matters pertaining to air traffic plans and requirements.
- b. Advises and assists the Administrator by providing justifications in support of budget estimates, the administration of executive decisions, the development and maintenance of productive relationships with the public, the aviation community, and other Government agencies.
- c. Provides leadership and direction in the planning, management, and control of service activities.

d. Provides for the development and coordination of, and is accountable to the associate administrator for the adequacy of FAA:

(1) Policies, standards, systems, and procedures.

(2) Public rules, regulations, and standards.

(3) Program plans issued by or on behalf of the Administrator.

e. Provides for effective evaluation of program performance and ensures the adequacy of followup to secure correction of deficiencies.

93-7 thru 93-9. RESERVED.

93-10. SYSTEM PLANS AND PROGRAMS

DIVISION. The System Plans and Programs Division is responsible for the planning and requirements of today's and the near-term air traffic system including the F&E program, telecommunications systems, and aviation weather services provided by the air traffic facilities. The division:

a. Develops plans, requirements, programs, and standards for system improvement, modification, and expansion of the air traffic control system, and maintains the air traffic system plan.

b. Establishes operational requirements for air traffic systems throughout the agency. This excludes the development of operating procedures and separation standards.

c. Validates and develops requirements in support of today's and the near-term air traffic environment for:

(1) Integrating the results of development efforts into the operating system.

(2) Expanding and improving the current system.

d. Develops specific capital investment priorities based upon air traffic system requirements for the F&E budgetary processes for current and near-term scenarios.

e. Identifies and validates telecommunications requirements necessary for the accomplishment of air traffic activities, and coordinates with the System Management Service to develop plans for implementing the required service.

f. Serves as the air traffic focal point for coordination of today's and near-term programs and system requirements with other offices, services, agencies, and organizations.

g. Collaborates with the Automation Software Policy and Planning Division and the Advanced Systems and Facilities Division to ensure that validated requirements are being satisfied during development, testing, and evaluations of new systems.

h. Assesses current programs and proposed planning requirements based on agency planning standards and guide-

lines and recommends priorities for system improvement, modification, and expansion and makes adjustments as appropriate.

i. Plans for a secure and effective air traffic system communications capability and develops air traffic communications requirements.

j. Serves as the Air Traffic focal point for coordinating FAA policy and planning relating to privatization activities and aviation weather services provided by air traffic facilities.

k. Determines operational requirements for appropriate real-time data interchange capability between en route, terminal, and flight service elements of air traffic control automation systems.

93-11. AUTOMATION SOFTWARE POLICY AND PLANNING DIVISION. The Automation Software Policy and Planning Division is the principal element of the service with respect to the establishment of policy and planning for operational air traffic software systems. The division:

a. Withdrawn—CHG 9.

b. Withdrawn—CHG 9.

c. Withdrawn—CHG 9.

d. Analyzes field data, staff studies, and system design concepts to develop recommendations to the Director, Air Traffic Plans and Requirements Service, for improvements in the on-line national air traffic control automation systems.

e. Withdrawn—CHG 9.

f. Participates in the monitoring of computer program performance, design, and evaluation activities with the FAA Technical Center.

g. Participates in the review and makes recommendations regarding the need for automation equipment for the air traffic control system.

h. Assesses the timely implementation of ATC operational software changes required to support new operations and procedures.

i. Collaborates with other organizations as necessary in determining the points at which the air traffic control operational data systems and program data systems are interdependent or related, and jointly establishes procedures which will ensure that these systems are planned and operated in a coordinated manner.

j. Withdrawn—CHG 9.

k. Withdrawn—CHG 9.

l. Approves, on behalf of the Director, Air Traffic Plans and Requirements Service, those computer software standards and procedures pertaining to the operational maintenance.

nance and improvement of air traffic control automation activities conducted by air traffic field elements.

m. Withdrawn—CHG 9.

n. Withdrawn—CHG 9.

o. Withdrawn—CHG 9.

p. Serves as the focal point for air traffic operational software, setting policy and making configuration management and control decisions.

q. Reviews software specifications for the purpose of ensuring that software developed for the future air traffic control automation satisfies the operational requirements stated for the particular systems.

r. Withdrawn—CHG 9.

s. Develops air traffic control operational plans, programs, and requirements to support the operational software for air traffic control systems.

t. Assesses current programs and proposed planning requirements based on agency planning standards, guidelines, and recommended priorities, and develops and recommends plans and requirements for the provision of air traffic control automation software functionality in the National Airspace System.

u. Serves as the principal element of the service with respect to air traffic control operational automation system functional requirements definition for en route, terminal, oceanic, and flight service computer programs.

v. Serves as the focal point within Air Traffic for coordination with other FAA offices and services, regional offices and FAA Technical Center, other government offices, and industry on all matters pertaining to air traffic national automation program efforts involving automation system functions proposed and in use.

w. Coordinates air traffic control operational automation matters with other Washington offices and services, agencies, and including contract services.

x. Develops specific program goals and areas of emphasis to determine and recommend functional software improvements of air traffic control automation systems.

y. Provides and interprets functional requirements to automation development and support organizations and monitors computer program design activities to ensure ATC operational system performance.

z. Evaluates air traffic control en route, terminal, oceanic, and flight service operational computer programs and related utility and support software used by field personnel. Ensures that formal tests and evaluations of new air traffic control operational computer programs and systems are conducted to

determine their functional acceptability for use in air traffic control and their ability to satisfy air traffic operational requirements.

aa. Develops requirements to ensure air traffic control operational systems accommodate projected traffic growth and increased functionality.

93-12. ADVANCED SYSTEMS AND FACILITIES

DIVISION. The Advanced Systems and Facilities Division is responsible for established Advanced Automation System (AAS) and Voice Switching and Control (VSCS) requirements, area control facility (ACF)/metroplex control facility (MCF) implementation, and the planning required in the accomplishment of air traffic activities in support of the National Airspace System (NAS) Plan. The division:

a. Initiates, directs, and coordinates the presentation of required ACF/MCF program documentation, plans, and reports in accordance with the provisions of departmental and agency orders utilizing standard operating procedures.

b. Develops, with supporting organizations, all budgetary requests, reprogramming actions, and all supporting documentation required to obtain resources for the ACF/MCF program.

c. Recommends allocation of financial resources to organizations supporting the AAS and VSCS and ACF/MCF programs.

d. Provides direction and coordination with users for determining installation priorities and ACF/MCF site location schedules.

e. Coordinates the AAS, VSCS, and ACF/MCF program activities with those in other related agency projects.

f. Recommends any indicated revisions to the ACF/MCF program managers' charter for NAS Plan development.

g. Serves as the FAA interface with other Government agencies, contractors, Department of Transportation, the Congress, and groups from the aviation user community for ACF/MCF program activities.

h. Exercises the authority as described within the ACF/MCF program managers' charter for NAS Plan development.

i. Identifies and coordinates AAS and VSCS requirements in accordance with approved plans and policies.

j. Identifies the need for, establishes, and manages ad-hoc teams in the development of requirements and plans used in the overall AAS and VSCS development and ACF/MCF implementation.

k. Develops recommendations for new facilities and equipment in the F&E budget to satisfy AAS and VSCS

current and future plans, and provides specific AAS and VSCS information for AAS and VSCS related budgeting.

l. Coordinates with other air traffic elements in identifying technical training requirements for the AAS, VSCS, and ACF/MCF.

m. Serves as the Air Traffic focal point for coordination with other agency elements and with the Department of

Defense for long range planning which will impact operational developments for the NAS.

n. Serves as the coordination point within Air Traffic for research, engineering, and development (RE&D) activities for areas of communications, navigations, and surveillance systems, thereby ensuring that RE&D projects are integrated into the AAS/NAS Plan.

93-13. WITHDRAWN—CHG 24.

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CHAPTER 98. ASSOCIATE ADMINISTRATOR FOR AIRWAY FACILITIES

98-1. MISSION. The Associate Administrator for Airway Facilities advises and assists the Executive Director for System Operations and the Administrator in directing, coordinating, controlling, and ensuring the safe and efficient use of the national airspace through transition, integration, sustaining, and maintenance engineering and field support of current systems that comprise the National Airspace System (NAS).

98-2. ORGANIZATION STRUCTURE. The Associate Administrator for Airway Facilities exercises executive direction over the:

- a. Operational Support Service.
- b. System Management Service.
- c. NAS Transition and Implementation Service.
- d. Regional Airway Facilities Divisions.

98-3. FUNCTIONS. The Associate Administrator for Airway Facilities:

a. Develops technical and maintenance requirements, standards, policies, plans, and programs for maintenance engineering associated with modernization, strategic planning, implementation, installation, and maintenance operations of the NAS.

b. Manages the frequency spectrum.

c. Represents FAA, both nationally and internationally, on all matters related to spectrum engineering policy.

d. Manages and operates the FAA telecommunications program, including leased and owned network planning, engineering, and administration.

e. Manages the National Integrated Logistics Support (NAILS) process.

f. Manages the field installation and construction of the NAS.

g. Ensures the adequacy of transition and integration of new systems into the operational NAS employing the Deployment Readiness Review (DRR) process.

h. Provides second-level hardware and software engineering support for all NAS elements.

i. Ensures that fiscal plans, budgets, and programs with respect to the facilities and equipment (F&E) and operations (OPS) funded programs adequately support the Airway Facilities (AF) mission.

j. Ensures the adequacy of the test and evaluation and configuration management of development, installation, and maintenance programs.

k. Manages the evaluation of the overall program performance of the AF program.

l. Manages and operates the national Employee Involvement (EI) Process for AF and provides assistance on labor-management relations matters.

m. Manages the AF Information Resource Management (IRM) Program.

n. Ensures continuous and effective liaison and coordination of operational NAS maintenance activities with the Department of Defense (DOD).

o. Formulates national logistics management policies and standards for the support of all FAA programs and provides national planning and guidance in the development and maintenance of logistics automated systems.

p. Plans, monitors, controls, schedules, and implements the acquisition of materiel, equipment, and services for the NAS and for interagency and international programs.

q. Provides for the management of real and personal property, transportation, and supply support for agency programs.

r. Manages and controls the physical custody and movement of materiel and equipment subject to FAA jurisdiction from acquisition to delivery to the user.

s. Formulates national policies for the acquisition of real property.

t. Formulates national policies for the management, utilization, and disposal of FAA's real and personal property assets.

u. Provides to Washington headquarters and designated other elements common support services such as personal property and motor fleet services; is the central contact point with the Office of the Secretary (OST) for telephone, space, and building operations services.

v. Develops requirements and directives for all national logistics training, except procurement and quality assurance training.

98-4. AUTHORITY. With respect to all matters within the associate administrator's sphere of responsibility, the Associate Administrator for Airway Facilities is authorized to:

a. Take action and issue orders in the name of the Administrator and Executive Director for System Operations, except those matters for which the Administrator and/or executive director has specifically reserved authority or otherwise provided.

b. Represent the Executive Director for System Operations.

c. Act on any matter for which specific delegation of authority has been made to the associate administrator or to any element under the associate administrator's executive direction.

98-5. SPECIAL DELEGATION. The Associate Administrator for Airway Facilities is delegated authority within the associate administrator's sphere of responsibility to: Purchase, rent, lease, or otherwise obtain real property or services, and to enter into agreements for transfer of monies or real property, or any interest therein, coextensive with the authority granted to the Administrator by statute, regulation, or delegation.

98-6. SPECIAL RELATIONS. The Associate Administrator for Airway Facilities has line authority for operational control over the maintenance of the NAS. In addition, and within the assigned mission, the Associate Administrator for Airway Facilities has line authority for management control of system development, engineering, design, installation, and construction of current systems. Included are all matters pertaining to maintenance and installation of current and future systems, system evaluation, overall technical and engineering support to the regions and centers for all F&E implementation activities, systems transition, and policy direction to assure standardization and uniformity throughout the system. Regional administrators are responsible for administrative support encompassing resources, personnel, and logistics support.

98-7. RESOURCE STAFF. The Resource Staff provides overall resource management for the Associate Administrator for Airway Facilities. The staff:

a. Serves as the focal point for all AF organizations for answering Office of Budget (ABU), OST, Office of Management and Budget (OMB), and congressional inquiries pertaining to budgetary issues.

b. Provides guidance for development and execution of all budgets and fiscal programs under the purview of the Associate Administrator for Airway Facilities.

c. Withdrawn—CHG 24.

d. Serves as the focal point for AF organizations regarding involvement with the Office of the Inspector General (OIG) and the General Accounting Office (GAO). This includes establishment and coordination of AF attendance at entrance and exit interviews, monitoring the progress of audits, and collecting and consolidating written AF organizational responses to OIG and GAO inquiries, reports, etc.

e. Serves as the data base manager for computerized systems that track fiscal AF data such as the Operations Financial Management System (OPS-FMS); receives input data from

various AF organizations, operates and updates the computer systems, and provides OPS fiscal status reports to the Associate Administrator for Airway Facilities, as needed.

f. Withdrawn—CHG 24.

g. Serves as the focal point for A-76 activities within the AF complex; attends A-76 meetings, represents the associate administrator, and formulates the AF position on A-76 matters for the associate administrator, as required.

h. Serves as the lead AF representative for the F&E Inter-service Working Group.

i. Oversees for the Associate Administrator for Airway Facilities the preparation and coordination of materials for executive and congressional hearings, including followup activities.

j. Serves as the technical focal point for the associate administrator's internal review and approval of activities of selected system support contractors.

k. Consolidates engineering and technical support services requirements from AF organizations for the associate administrator.

l. Withdrawn—CHG.

m. Manages the NAS Program DRR process. In performing this function, the staff:

(1) Serves as the executive secretariat to the DRR EXCOM and Prebrief.

(2) Manages the DRR process and policy.

(3) Supports acquisition program management in meeting their DRR responsibilities.

(4) Advises AF management on DRR matters.

n. Serves as the AF representative for the Capital Investment Plan (CIP). In performing this function, the staff:

(1) Coordinates project validation, settings of priorities, and provides the interface on project writeups, schedules, and summaries.

(2) Serves as the AF representative on the CIP review and working groups.

(3) Monitors the CIP project status and impact.

(4) Advises the AF management on CIP matters.

o. Coordinates systems infrastructure requirements and future planning within AF and provides staff support to review documentation relating to NAS system operations and planning internally for AF.

98-8. WITHDRAWN—CHG 24.

98-9. MANAGEMENT CONSULTING STAFF. The Management Consulting Staff is the principal element of the Associate Administrator for Airway Facilities for the evaluation of AF programs. The staff:

- a. Develops policies, procedures, and overall plans for the review, evaluation, and investigation of FAA activities within the purview of the Associate Administrator for Airway Facilities.
- b. Develops standards, procedures, techniques, and criteria for comprehensive program reviews and evaluations.
- c. Provides advice and assistance to the AF services and to regional AF divisions on evaluation matters.
- d. Conducts comprehensive reviews and evaluation of the overall program performance of each regional and each AF service-level organization.
- e. Assesses the effectiveness of policies, standards, procedures, program advice, and assistance provided to the regional AF divisions and AF service-level organizations.
- f. Conducts special evaluation studies, analyses, and investigations at the request and/or approval of the Associate Administrator for Airway Facilities.
- g. Administers the tracking system for followup of all assigned action items and deficiencies disclosed during approved evaluations.
- h. Provides trend analysis from the study of action items and deficiencies disclosed during approved evaluations.
- i. Serves as the AF focal point for tracking, trend analysis, and action item followup of the System Safety and Efficiency Reviews (SSER).
- j. Coordinates program evaluation matters with the Executive Directorate for Acquisition and Safety Oversight.

98-10. MANAGEMENT STAFF. The Management Staff assists the Associate Administrator for Airway Facilities in establishing policies and planning and directing, controlling, and providing analysis of a variety of national technical (human relations, labor/management relations, career management, training, and EI), and administrative AF programs, and provides staff support to the associate administrator, headquarters AF complex, and regional AF divisions in the areas of administrative and personnel support. The Management Staff provides logistics support to the associate administrator and headquarter's AF staffs. The staff:

- a. Establishes programs and systems for AF managers, supervisors, and technicians to generate input on programs and policies that affect them individually, or as a group, to ensure improvement in the work environment and permit

day-to-day participation in AF operations that enhance the effective and efficient operation of the NAS.

- b. Provides guidance to the headquarters AF complex and regional AF divisions in developing and applying agency policies, rules, and regulations.

- c. Is the principal staff element to the Associate Administrator for Airway Facilities with respect to AF administrative and managerial training. The staff develops AF policies, plans, programs, and requirements to ensure effective and efficient operations of the workforce.

- d. Develops the AF complex position and requirements for personnel regulations under the jurisdiction of the Office of Personnel Management which are under the functional responsibility of the associate administrator. The staff serves as advocate and liaison with the Associate Administrator for Human Resource Management on such matters.

- e. Provides for the associate administrator analyses, studies, reports, and plans nationally in the areas of: Organizational design; delegations of authority, goals and objectives setting and monitoring; Senior Executive Service (SES) allocation, recruitment, and performance appraisal systems; affirmative action/Equal Employment Opportunity (EEO) planning and guidance; incentive awards and suggestion programs; Unsatisfactory Condition Report (UCR) Program; and employee survey feedback action (SFA) planning and implementation. The staff conducts surveys of functions, organizational structures, operational methods, and staffing and manpower and such other functions as the associate administrator directs.

- f. Advises and assists the associate administrator on management problems and special projects which are the functional responsibilities of the office; develops and executes action plans to accomplish program needs of the associate administrator and executive management officials.

- g. Establishes and monitors a program to enable AF managers to identify employees who have potential for management and staff responsibilities and to foster career development. With the Office of Human Resource Development, manages the implementation and evaluation of AF supervisory/managerial identification, selection, and development programs, i.e., Airway Facilities National Selection System, the SES Candidate Development Program (CDP), etc.

- h. Promotes and oversees national implementation throughout the AF complex of all actions and processes associated with the EI Process. Provides staff assistance and policy guidance to the EI National Joint Steering Committee via the EI national coordinators and the AF Labor Relations Coordinator. Provides coordination, oversight, and acts as the AF liaison to the Office of Labor and Employee Relations in the management of the National EI Process Contract.

i. Participates and serves as the AF focal point with other agency organizational elements, professional societies, unions, and others in the development and application of policies, practices, guidelines, criteria, and processes associated with personnel matters, labor relations, human relations, health and welfare, and total quality management (TQM) and, as directed, other operational activities affecting AF personnel and ensures that AF needs are understood and met. The staff monitors implementation to ensure uniform application.

j. Advises and assists the Office of Labor and Employee Relations (ALR) on labor-management relations matters; participates in contract negotiations, and provides advice and counsel to ALR and the regions on issues arising from contract administration.

k. Maintains a continued assessment of the human relations environment in AF through the use of proven survey methods and techniques. The staff identifies AF requirements for diagnostic instruments to be used in AF with a view toward determining action to maintain/improve productive human relations behavior. The staff serves as the national focal point for AF involvement in the SFA process.

l. Provides administrative management staff support services for headquarters in the areas of: Paperwork management (directives, distribution, reports, records, forms, and micrographic programs); office services; physical security; telecommunications; space management; administrative standards, and related activities. The staff serves as the advocate and liaison with the Executive Director for Acquisition and Safety Oversight on such matters.

m. As the principal staff element of the associate administrator and organizations under the executive direction of the associate administrator, provides administrative management and guidance in personnel management and training, EEO, career development programs (upward mobility, co-op, etc.), SES, and Performance Management System (PMS) actions, performance standards, and awards and recognition actions.

n. Provides input to the fiscal program for national programs managed by the staff; i.e., EI, AFNSS, AF National Review Board, and national conferences. The staff develops and administers systems and procedures to facilitate the management and control of these programs.

o. Prepares and maintains the AF portion of the FAA Emergency Operations Plan and provides guidance as requested to AF divisions and assistance to the Emergency Operations Staff (ADA-20). The staff participates on steering groups and in emergency exercises.

p. Manages the review and assessment of OMB Circular A-123 internal control activities within the Office of the Associate Administrator for Airway Facilities. The staff coordinates A-123 activities across all AF organizations; provides training and guidance and works with the Office of

Accounting to develop an integrated FAA approach to internal controls.

q. Serves as the AF lead and focal point for organizational development activities within AF, including the implementation of management development programs, program manager development and training, career progression, rotation programs, supervisory training programs, etc.

r. Serves as the AF lead and focal point for assessment and/or prioritization of key strategic planning issues. The staff ensures the integration and coordination within the AF complex; manages, coordinates, facilitates, and documents the AF strategic planning process.

s. Serves as the AF focal point for guidance and coordination of the international activities of AF, maintaining liaison with other organizations and agencies.

t. Participates and serves as the AF focal point for the AF strategic planning committee and boards.

u. Develops policy and technical guidance for the maintenance, repair, and decontamination of air navigation and air traffic control (ATC) facilities under defense emergency and post attack conditions, and procedures for assessing and reporting the effects of enemy attack on these facilities. The staff coordinates and ensures the adequacy of emergency and contingency plans needed to restore facilities damaged during a defense emergency.

98-11. INFORMATION RESOURCES

MANAGEMENT STAFF. The Information Resources Management Staff is responsible for management and oversight of matters related to the IRM Program for AF. This program includes planning, design, development, installation, management, and security of agency automated management information systems, associated hardware, software, and standards. The staff:

a. Develops, advises, and recommends to AF, IRM policies, plans, programs, standards, systems, and procedures.

b. Guides and assists AF elements in accomplishing approved programs.

c. Evaluates the technical adequacy of AF headquarters and regional program performance in support of AF information management requirements.

d. Provides overview and guidance on management of AF automated data processing (ADP) information systems programs and their supporting operations, and monitors program accomplishments and effectiveness.

e. Manages the ADP systems design and programming and provides operational and user support services to the AF organizations.

f. Develops and publishes AF policies and procedures required to comply with the agency IRM Program and the ADP portion of the Paperwork Reduction Act; monitors organization performance and recommends corrective and/or improvement action.

g. Develops and publishes AF policies and procedures required to support the IRM Plan. The staff compiles functional organization project plan submissions, coordinates with applicable offices, presents to management for review and approval, and submits for publication in the updated IRM Plan.

h. Develops, coordinates as appropriate, maintains, and implements an ADP plan to meet the requirements of the IRM Plan. This includes:

(1) Developing and implementing procedures for users and functional organizations to report on resource utilization and operating requirements.

(2) Reviewing various system documents, such as functional and data requirements, design and programming specifications, etc., which address existing or proposed automated information systems in terms of their relationships to approved AF missions and programs and in terms of impact on ADP resources as provided in the ADP plan.

(3) Compiling the ADP requirements information, presenting to agency management, and recommending actions to the AF ADP plan.

i. Conducts, participates in, or monitors and coordinates projects for acquiring, developing, or modifying ADP systems, equipment, software, and associated services. Such activities include development of plans, concepts, feasibility studies, requirements analyses, systems, programs, and procedures.

j. Recommends approval for, or within, delegated authority, approves acquisitions of ADP hardware, software, products, or services through contract or other Government agencies; maintains an inventory of ADP hardware, software, and applications systems.

k. Provides technical support and guidance in the evaluation, acquisition, management, and operation of AF ADP systems and facilities, including the establishment of training needs, technical documentation and procedures, ADP technical standards, and the standardization of data elements, formats, and codes.

l. Develops and publishes a strategic plan which provides an integrated plan of action for accomplishing IRM related missions and goals for AF.

98-12. HEADQUARTERS FACILITIES

MANAGEMENT STAFF. The Headquarters Facilities Management Staff serves as the principal element of the

Office of the Associate Administrator for Airway Facilities with respect to management and operational support for the FAA headquarters building, satellite headquarters space, and swing space. The staff:

a. Develops, monitors, and maintains all data related to present and projected headquarters space requirements and allocations.

b. Advises the FAA Executive Board (EB) on all space matters; participates in semiannual meetings to approve space plans by the EB; develops cost estimates for consideration by the Executive Resource Committee (ERC) for all space plans approved by the EB; and, directs the execution of the approved space plans.

c. Serves as liaison with related internal and external organizations, including office/service space coordinators, General Services Administration (GSA), OST, Information Resources Management Staff, OMB, and ABU.

d. Develops and monitors the utilization rates for all FAA headquarters organizations. Prepares and submits appropriate reports regarding space utilization to GSA and OST as appropriate.

e. Develops leasing requirements for FAA headquarters requirements and coordinates those activities with GSA, OST, and the System Management Service.

f. Develops, revises, distributes, and implements policies and procedures related to FAA headquarters space management.

g. Interfaces with the Management Staff to ensure that space planning activities support the Airway Facilities Strategic Plan.

h. Manages the acquisition and control of all systems furniture and associated products.

i. Develops and coordinates all design projects related to public and special use space, i.e., the round room, hallway design projects, auditorium renovation, signage, etc.

j. Monitors and tracks all project funds and projected space requirement budgets.

k. Develops and implements the FAA Headquarters Building Modernization Program.

l. Manages all FAA headquarters requests for space.

m. Plans space alterations, layouts, and minor construction; obtains proper approvals and clearances from GSA or the appropriate service provider.

n. Coordinates and assures completion of all telephone work orders for voice and data lines.

o. Manages the FAA headquarters administrative telecommunications budget in conjunction with the Telecommu-

nications Management and Operations Division and the Resource Staff.

p. Issues and maintains inventories of telephone lines, pagers, mobile telephones, and telephone credit cards.

q. Provides for or arranges site-specific telephone training.

r. Provides FAA headquarters input to DOT and FAA telephone directories.

s. Selects, procures, and manages administrative telecommunications systems located at satellite sites; provides cost estimates for telephone work scheduled as part of space management projects.

t. Develops, in conjunction with the Telecommunications Management and Operations Division, FAA headquarters telecommunications policy, procedures, and guidelines.

u. Develops environmental policies and procedures for FAA headquarters facilities.

v. Monitors, in conjunction with GSA, all air quality, water quality, and asbestos issues to assure a safe environment for all employees housed in FAA headquarters space.

w. Ensures that all Occupational Safety Hazard Administration (OSHA) standards are adhered to.

x. Monitors cleaning management contractor performance.

y. Serves as focal point for various renovation projects, such as light, sprinkler, and ceiling replacements.

z. Manages the FAA headquarters recycling program.

aa. Initiates and implements special initiatives, such as automated directory assistance, conference room interior updates, elevator bank information boards, etc.

bb. Interfaces with Service America, Inc., snack shops, and vending services to assure adequate food service environment.

cc. Serves as the focal point with all employee participation groups (EPG's) on building management and space issues.

dd. Serves as the focal point with GSA and OST on all fire safety issues.

ee. Develops all news articles relating to facility management for inclusion in FAA Intercom, AAF NewsLink, FAA Headquarters Building Bulletin Board, etc.

ff. Manages and controls all headquarters personal property, including acquisition, utilization, repair, maintenance, refurbishment, and inventory.

gg. Manages and controls headquarters motor fleet activities, including shuttle services between the FAA headquarters building and all satellite locations.

hh. Manages and schedules conference rooms, including the procurement of outside conference space, in conjunction with GSA and OST.

ii. Manages and coordinates all FAA headquarters parking management activities thru OST, and serves as the agency control point for managing and assigning all shift worker parking permits.

jj. Manages the labor pool services; assures efficient and timely movement of employees and large parcels.

kk. Manages the loading dock services in the FAA headquarters building.

ll. Evaluates, coordinates, and concurs/denies all agency local and national tort claims.

mm. Receives, processes, and coordinates service calls regarding electric, light, plumbing, heating, ventilation, and air conditioning (HVAC), etc., for all organizations housed in the FAA headquarters building. Makes minor repairs as required.

nn. Performs building electrical evaluations; interfaces with GSA on changes affecting electrical, HVAC, and major system improvements or new requirements associated with major systems.

oo. Coordinates with GSA, DOT, and private building owners, as required, to accomplish building maintenance, building renovations, repair actions, and for matters related to fire and safety issues; performs routine facility inspections of satellite sites and performs daily building inspections of the FAA headquarters building.

pp. Oversees management of the day care facility located in the FAA headquarters building.

qq. Develops, manages, and evaluates the effectiveness of the Occupant's Emergency Evacuation Plan for the FAA headquarters' building.

rr. Manages the PRIDE Program, which includes responding to calls concerning FAA headquarters building deficiencies received from any employee occupying FAA headquarters space.

CHAPTER 99. OPERATIONAL SUPPORT SERVICE

OPERATIONAL SUPPORT SERVICE

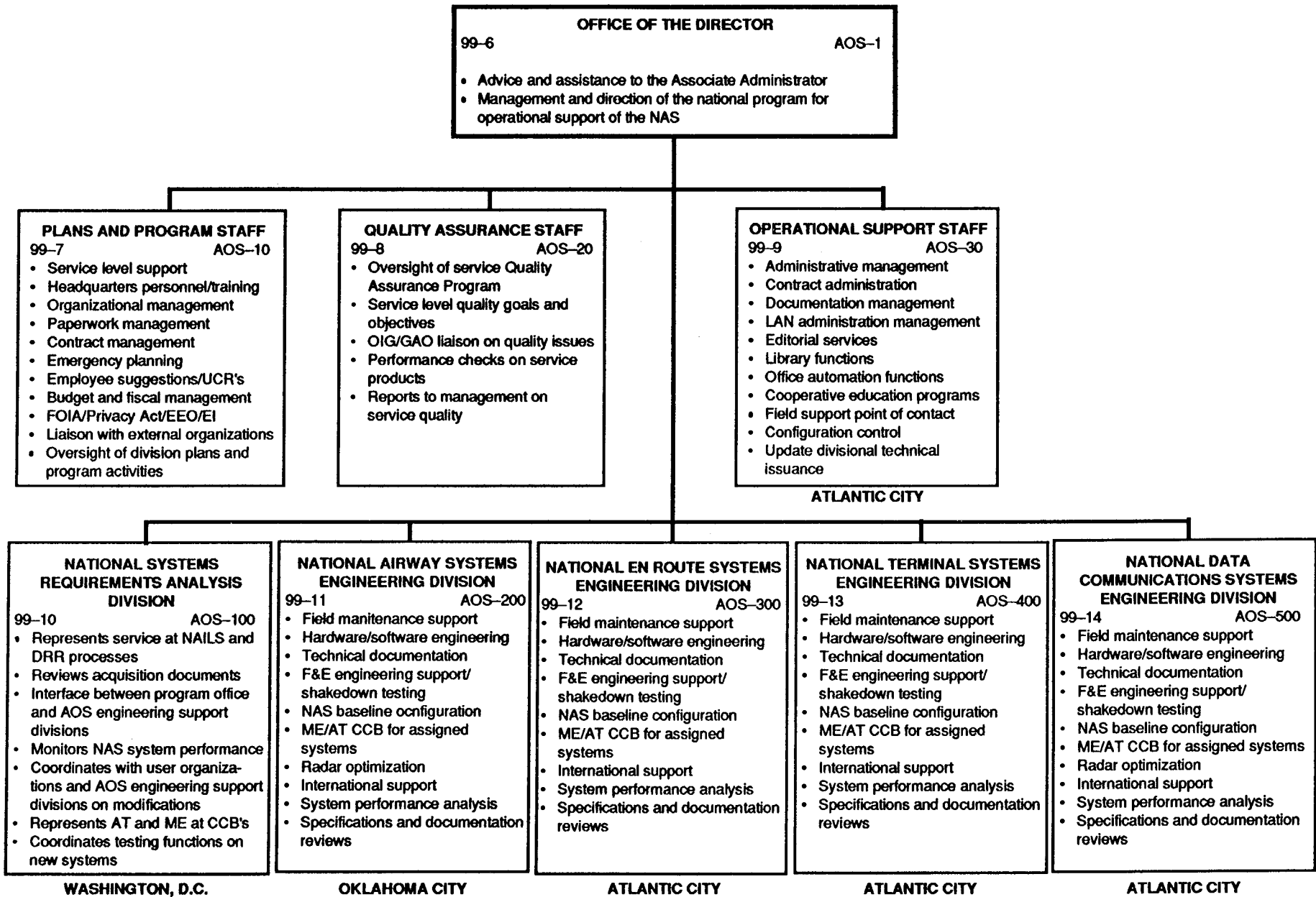


FIGURE 99-1. FUNCTIONAL ORGANIZATION CHART

CHAPTER 99. OPERATIONAL SUPPORT SERVICE

99-1. MISSION. The Operational Support Service (AOS) advises the Associate Administrator for Airway Facilities in the planning and requirements development for life-cycle support of the NAS facilities. The service provides direct integrated hardware and software engineering support for NAS field facilities, including air traffic control terminal, en route, oceanic, and flight service automation systems. This support includes documentation control, directives publication and issuance, in-service improvements, development of hardware and software modifications, implementation of approved changes, evaluation of systems and system changes, and other tasks as required to assure reliability and maintainability of the NAS systems. The service also provides engineering support in the development of new NAS systems and evaluates the operational readiness and supportability of new systems for deployment.

99-2. FUNCTIONAL ORGANIZATION. The functional organizational structure of AOS is shown in Figure 99-1, Organizational Structure for the Operational Support Service.

99-3. FUNCTIONS. The Operational Support Service:

a. Performs maintenance engineering, performance and operations analysis, and related technical support functions required to discharge the service mission.

b. Provides the engineering effort for and authorizes the modification of system, subsystem, component equipment, and software programs to ensure compliance with prescribed standards and to effect needed improvement in reliability, maintainability, and personal safety.

c. Performs as the primary interface between headquarters program offices and the Office of the Associate Administrator for Airway Facilities to assure a smooth transition from development to operational use of new or enhanced equipment or software.

d. Ensures that new systems or enhancements to existing systems can be fully supported within existing or planned maintenance capabilities; provides system support for new systems and enhancement to existing systems.

e. Develops standards, guidelines, and procedures for new developments in hardware and software engineering and programming support tools, methods, and practices to ensure consistency with existing practices or guidelines.

f. Participates in operational test and evaluation and functional verification testing, and conducts system shakedown tests.

g. Develops national software for use in NAS elements, including ATC automation systems.

h. Packages and produces functional changes to the air traffic control operational software used by Air Traffic; plans and manages computer system resources, ensuring air traffic control operational systems meet requirements, accommodate projected traffic growth, and meet performance requirements.

i. Provides second level engineering support to operational NAS sites for both hardware and software problems.

j. Serves on National Integrated Logistics Support management teams (NAILSMT) for systems for which the service will have maintenance responsibility.

99-4.-99-5. Reserved.

99-6. OFFICE OF THE DIRECTOR. Under the executive direction of the Associate Administrator for Airway Facilities, the Director, Operational Support Service:

a. Provides assistance to the Associate Administrator for Airway Facilities and the Administrator on matters pertaining to direct integrated hardware and software engineering support for NAS field facilities, including ATC automation systems.

b. Provides leadership and direction in the planning, management, and control of service activities.

c. Creates and maintains an atmosphere of positive human relations and open communications for all AOS employees and between the service and other headquarters, region, and field organizations.

d. Provides for the development and effective coordination of FAA objectives, plans, policies, programs, standards, and procedures for issuance by or on behalf of the Associate Administrator for Airway Facilities and the Executive Director for System Operations which pertain to NAS facility support and ATC automation systems.

e. Provides for effective evaluation of program performance and ensures the adequacy of followup to ensure correction of deficiencies.

99-7. PLANS AND PROGRAMS STAFF. The Plans and Programs Staff serves as the service focal point for administrative management, personnel, budget, labor relations, training, and other service-related tasks. The staff:

a. Provides service level support activities necessary to formulate, analyze, execute, and administer the service budget and fiscal program. The staff determines headquarters resource needs and allocation of resources and accounts for their effective use. The staff serves as the focal point for coordinating and consolidating the service budget and fiscal requirements.

b. Provides reasonable assurance that: Obligations and costs are in compliance with applicable law; that funds, property, and other assets are safeguarded against waste, loss, unauthorized use, or misappropriation; and revenues and expenditures are applicable to agency operations and properly recorded and accounted for in order to permit the preparation of accounts and reliable financial and statistical reports to maintain assets accountability.

c. Keeps the service technical issuances updated and ensures the accuracy of various distribution lists required for the field, region, and headquarters offices.

d. Provides oversight on service contractor support requirements; develops contractor capability inventory; formulates statements of work and task statements for service level contract support; serves as contracting officer's technical representative on service level support contracts.

e. Maintains status records and alerts the operating divisions of potential cost overages. The staff is the focal point with other non-service elements for personnel, budgetary, and fiscal matters.

f. Develops plans for organizational changes which have considerable impact, such as those involving basic structure, operating cost, or key positions. The staff coordinates program efforts and assesses the impact of organization programs of substantive development on other parts of the agency, other government entities, and in the private sector.

g. Represents the service on technical review and evaluation programs. Reviews service program performance and conducts in-depth problem analysis and special studies to provide formal reports concerning program strengths and deficiencies.

h. Conducts and monitors the service training, EEO Program, EI Program, Employee Suggestion Program, Awards Program, Appraisal Program, and Privacy Act issues.

i. Acts as the focal point in the service for liaison with the military, Office of Inspector General (OIG)/GAO, and other external organizations.

j. Works with the division's plans and programs staffs to provide guidance and leadership on the various service programs; provides program, administrative support, and advice on the acquisition, maintenance, and use of service resources.

99-8. QUALITY ASSURANCE STAFF. The Quality Assurance Staff provides oversight of the Total Quality Program for the service. The staff:

a. Develops standards, guidelines, and procedures on quality assurance for use by the AOS systems engineering divisions.

b. Establishes and maintains a system of organizational goals and objectives for measurement of product quality.

c. Generates management reports on all aspects of the quality program for the service.

d. Reviews and evaluates the AOS systems engineering divisions quality assurance plans and control procedures; conducts analyses to pinpoint quality problems.

e. Provides oversight on all quality functions for the service. The staff gives guidance to the AOS systems engineering divisions on quality matters.

f. Performs system performance checks to assure high quality products are delivered from the service. The staff tracks and follows up on identified quality problems and their proposed resolutions.

g. Provides OIG/GAO liaison on product quality issues and completes special projects relating to product quality issues.

99-9. OPERATIONAL SUPPORT STAFF. The Operational Support Staff provides guidance and support to the National En Route Systems Engineering Division, National Terminal Systems Engineering Division, and National Data Communications Systems Engineering Division relative to resource and administrative management functions, quality assurance and operational testing and evaluation programs (OT&E), and other related tasks. The staff:

a. Provides guidance and coordination on program funding requirements, budget formulation and execution, multi-year and long range funding. Verifies resource requirements and assists in the development of narratives and impact statements to support requested funding levels. Serves as the focal point for the coordination and consolidation of the divisions' resources and fiscal requirements. Ensures effective fiscal controls and accountability of allotted funding.

b. Provides contract management and oversight on contractor support requirements. In conjunction with the divisions, develops contractor capability inventory. Formulates statements of work and task statements for division level contract support.

c. Provides Liaison service for human resource management programs, including organizational development, staffing, position management, incentive awards, training, labor relations, and EEO.

d. Administers the training program for the divisions relative to ongoing training needs. Identifies resources, course development and instruction, and employee development. Serves as the focal point for all training requirements and coordination.

e. Manages the service Cooperative Education Program.

f. Provides administrative management staff support services concerning:

(1) Common local area network (LAN) administration and assistance.

(2) Space management.

(3) Automation information security (AIS).

(4) Waste, fraud, and abuse (A-123 Program).

g. Oversees the quality assurance program concerning the NAS automation systems supported and maintained by the divisions. Specifically:

(1) Ensures implementation of quality assurance policies. Monitors and evaluates required procedures, techniques, practices, standards, tolerances, and quality control methods to determine the adequacy of procedures utilized.

(2) Performs operational field site procedures evaluations in association with the Office of Air Traffic Systems Effectiveness.

(3) Maintains liaison with FAA elements (headquarters, regions, and facilities) and contractors to provide continuity and followup on quality assurance evaluations and corrective action recommendations.

h. Coordinates all AT&E shakedown and functional verification test activities and oversees the testing and development of all related plans, scripts, and reports.

i. Participates with the FAA Technical Center and the appropriate program office on the factory and integration tests to identify and resolve possible shakedown problems as early as possible.

j. Represents the service on technical review and evaluation programs. Reviews division program performance and conducts in-depth problem analysis and special studies to provide formal reports concerning program strengths and deficiencies.

99-10. NATIONAL SYSTEMS REQUIREMENTS

ANALYSIS DIVISION. The division serves as the primary interface between the National Airway Systems Engineering Division, National En Route Systems Engineering Division, National Terminal Systems Engineering Division, and the National Data Communications Systems Engineering Division, other FAA organizations, and vendors/contractors to ensure that new systems and modifications to existing systems are transitioned, installed, and supported effectively. The division:

a. Is the AOS focal point for NAILS and DRR.

b. Functions as the primary interface between headquarters program offices and other AOS systems engineering divisions to assure a smooth transition from development to operational use of new or enhanced equipment or software.

c. Ensures that new systems or enhancements to existing systems can be fully supported within existing or planned maintenance capabilities.

d. Reviews acquisition documents to assure they contain requirements for hardware and software engineering services support and other support tools necessary for the operational support of the system.

e. Conducts analyses to determine the causes of adverse system performance trends and makes recommendations for corrective actions, as required.

f. Coordinates requirements for modifications and enhancements to operational systems with the user organizations.

g. Represents the National Airway Systems Engineering Division, National En Route Systems Engineering Division, National Terminal Systems Engineering Division, and National Data Communications Systems Engineering Division at air traffic engineering configuration control boards (CCB's), and at packaging meetings for new system software releases; coordinates requirement priorities between Air Traffic (AT) and AF.

h. Coordinates all OT&E shakedown and functional verification test activities and oversees the testing and development of all related plans, scripts, and reports.

i. Works with the FAA Technical Center and the program office on the factory and integration tests to ensure that any possible shakedown problems are identified and resolved as early as possible.

99-11. NATIONAL AIRWAY SYSTEMS

ENGINEERING DIVISION. The National Airway Systems Engineering Division is responsible for providing direct hardware and software engineering support to field facilities, directive publication and issuance, and in-service improvement and modification development, evaluation, and implementation for assigned NAS systems as assigned by the latest version of Order 1100.157, National Engineering Field Support Maintenance Program Procedures. With respect to the foregoing, the division:

a. Provides hardware and software engineering support directly to field elements in the solution of site unique and/or national system problems.

b. Develops electronic and plant equipment modifications and in-service improvements for systems and subsystems, and reviews and coordinates contractor and field-developed modifications.

c. Analyzes system performance based upon reported problems and or outages; identifies deficiencies in hardware and/or software; designs, develops, tests, and implements solutions.

d. Plans, develops, and issues, in accordance with national policy, maintenance technical handbooks and guidance material to support the field maintenance program.

e. Provides engineering support and conducts shakedown testing on new NAS systems; identifies problems and works with the program offices, as required, to bring equipment/systems to an acceptable status before deployment.

f. Maintains the NAS baseline configurations and tracks the modification status of assigned systems, facilities, and equipment.

g. Reviews specifications, contracts, and procurement requests to assure compliance with maintenance concepts and requirements.

h. Develops and maintains data bases and test tools for test and evaluation of software.

99-12. NATIONAL EN ROUTE SYSTEMS

ENGINEERING DIVISION. The National En Route Systems Engineering Division is responsible for: Providing direct hardware and software engineering support to en route and oceanic field facilities; directive publication and issuance; and in-service implementation for NAS systems as assigned by the latest version of Order 1100.157, or other directives. With respect to the foregoing, the division:

a. Develops electronic and plant equipment modifications and in-service improvements for systems and subsystems, and reviews and coordinates contractor and field-developed modifications.

b. Reviews preliminary and final manuscripts of equipment instruction books prepared by equipment manufacturers under procurement contracts to ensure that maintenance requirements for scope, format, and content are met.

c. Assists in the development of plans, requirements, and functional specifications for the automation software in the NAS components, including operational ATC automation systems.

d. Performs analysis of proposed modifications to determine cost and impact of developing and integrating proposed modifications into operational systems. Results of these analyses are used to determine feasibility and scheduling of the integration of the proposed modification.

e. Develops new software programs and modifications to existing software programs in support of field maintenance activities. Develops site specific modifications to existing software programs. This function is applicable to those systems and equipment for which the division has been assigned support responsibility by the service.

f. Analyzes system performance based upon reported problems and/or outages, identifies deficiencies in hardware

and/or software, and designs, develops, tests, and implements solutions.

g. Plans, develops, and issues, in accordance with national policy, maintenance technical handbooks and guidance material to support the field maintenance program. Coordinates modification activity, impacts, and schedules with field and headquarters organizations, as required, to ensure timely and efficient implementation with minimal interruption to NAS functions.

h. Prepares and distributes updates to hardware and software documentation to support modifications and problem resolution. Initiates site technical bulletins (STB's), site program bulletins (SPB's), notices, and orders, as required, to direct and advise field facilities on procedures, techniques, and processes.

i. Develops requirements and initiates procurement action for contracts for products directly related to the support program.

j. Provides engineering support and conducts appropriate development and shakedown testing in the commissioning of new systems. In this process, identifies problems and develops and tests modifications, as required, to bring equipment/systems to a commissioned status.

k. Pre-screens case files, evaluates national change proposals (NCP's), and implements assigned configuration control decisions (CCD's).

l. Resolves system, hardware, or software/firmware problems submitted as hardware discrepancy reports (HDR's) and program technical reports (PTR's).

m. Provides engineering advice and consultation to the contracting officer during the procurement cycle. Serves as technical officer, and reviews and approves contractor requests for action and contractor progress payments.

n. Maintains the NAS baseline configuration for those systems and equipment for which the division has been assigned support responsibilities by the service.

o. Accounts for the status of the modifications of all systems, facilities, and equipment for which the division has been assigned support responsibilities by the service.

p. Provides hardware, firmware, and software engineering support directly to field elements on operational engineering problems and facility restoration normally beyond the functional capability of such elements.

q. Performs onsite testing, optimization, and analysis to ensure proper performance of systems, equipment, proposed modifications, and the completeness of technical direction and documentation.

r. Provides solutions to system-wide engineering problems; develops and recommends national policy, standards, and procedures relating to the development and installation of system improvements and modifications.

s. Performs baseline testing, system optimization, and analysis to ensure proper performance of systems, equipment, proposed modifications, and the completeness of technical direction and documentation.

t. Participates in planning of all division deliverables for both hardware and software/firmware related activities to ensure proper coordination and elimination of possible conflicts. Leads planning activities for assigned program areas, including coordination with field and headquarters organizations to define modifications and delivery schedules.

u. Performs special engineering studies in assigned program areas and prepares report of findings. Participates in or performs special projects in support of NAS systems operations and maintenance.

v. Provides additional support in division functions as required in accordance with FAA agreements with outside organizations, i.e., United States and foreign government agencies, military services, etc.

w. Provides technical assistance as required by the service to program offices in support of various F&E programs.

x. Designs, develops, and establishes baseline tests for systems software and test and maintenance software/firmware; provides periodic updates as required and directed by CCD's and resultant packaging meetings.

99-13. NATIONAL TERMINAL SYSTEMS

ENGINEERING DIVISION. The National Terminal Systems Engineering Division is responsible for: Providing direct hardware and software engineering support to terminal field facilities, directive publication and issuance, and in-service implementation for NAS systems as assigned by the latest version of Order 1100.157, or other directives. With respect to the foregoing, the division:

a. Develops electronic and plant equipment modifications and in-service improvements for systems and subsystems, and reviews and coordinates contractor and field-developed modifications.

b. Reviews preliminary and final manuscripts of equipment instruction books prepared by equipment manufacturers under procurement contracts to ensure that maintenance requirements for scope, format, and content are met.

c. Assists in the development of plans, requirements, and functional specifications for the automation software in the NAS components, including operational ATC automation systems.

d. Performs analysis of proposed modifications to determine cost and impact of developing and integrating proposed modifications into operational systems. Results of these analyses are used in the decision process to determine feasibility and scheduling of the integration of the proposed modification.

e. Develops new software programs and modifications to existing software programs in support of field maintenance activities. Develops site specific modifications to existing software programs. This function is applicable to those systems and equipment for which the division has been assigned support responsibility by the service.

f. Analyzes system performance based upon reported problems and/or outages, identifies deficiencies in hardware and/or software, and designs, develops, tests, and implements solutions.

g. Plans, develops, and issues, in accordance with national policy, maintenance technical handbooks and guidance material to support the field maintenance program. Coordinates modification activity, impacts, and schedules with field and headquarters organizations, as required, to ensure timely and efficient implementation with minimal interruption to NAS functions.

h. Prepares and distributes updates to hardware and software documentation to support modifications and problem resolution. Initiates site technical bulletins (STB's), site program bulletin (SPB's), notices, and orders, as required, to direct and advise field facilities on procedures, techniques, and processes.

i. Develops requirements and initiates procurement action for contracts for products directly related to the support program.

j. Provides engineering support and conducts appropriate development and shakedown testing in the commissioning of new systems. In this process, identifies problems and develops and tests modifications as required to bring equipment/systems to a commissioned status.

k. Pre-screens case files, evaluates NCP's, and implements assigned configuration control decisions (CCD's).

l. Resolves system, hardware, or software/firmware problems submitted as hardware discrepancy reports (HDR's) and program technical reports (PTR's.)

m. Provides engineering advice and consultation to the contracting officer during the procurement cycle. Serves as technical officer, and reviews and approves contractor requests for action and contractor progress payments.

n. Maintains the NAS baseline configuration for those systems and equipment for which the division has been assigned support responsibilities by the service.

o. Accounts for the status of the modifications of all systems, facilities, and equipment for which the division has been assigned support responsibilities by the service.

p. Provides hardware, firmware, and software engineering support directly to field elements on operational engineering problems and facility restoration normally beyond the functional capability of such elements.

q. Performs onsite testing, optimization, and analysis to ensure proper performance of systems, equipment, proposed modifications, and the completeness of technical direction and documentation.

r. Provides solutions to system-wide engineering problems; develops and recommends national policy, standards, and procedures relating to the development and installation of system improvements and modifications.

s. Performs baseline testing, system optimization, and analysis to ensure proper performance of systems, equipment, proposed modifications, and the completeness of technical direction and documentation.

t. Participates in planning of all division deliverables for both hardware and software/firmware related activities to ensure proper coordination and elimination of possible conflicts. Leads planning activities for assigned program areas, including coordination with field and headquarters organizations to define modifications and delivery schedules.

u. Performs special engineering studies in assigned program areas and prepares report of findings. Participates in or performs special projects in support of NAS systems operations and maintenance.

v. Provides additional support in division functions, as required, in accordance with FAA agreements with outside organizations, i.e., United States and foreign government agencies, military services, etc.

w. Provides technical assistance, as required by the service, to program offices in support of various F&E programs.

x. Designs, develops, and establishes baseline tests for systems software and test and maintenance software/firmware; provides periodic updates as required and directed by CCD's and resultant packaging meetings.

99-14. NATIONAL DATA COMMUNICATIONS SYSTEMS ENGINEERING DIVISION. The National Data Communications Systems Engineering Division is responsible for: Providing direct hardware and software engineering support to field facilities, including flight service stations, directive publication and issuance, and in-service improvement and modification development, evaluation, and implementation for NAS systems as assigned by the latest version of Order 1100.157. With respect to the foregoing, the division:

a. Develops electronic and plant equipment modifications and in-service improvements for systems and subsystems, and reviews and coordinates contractor and field-developed modifications.

b. Reviews preliminary and final manuscripts of equipment instruction books prepared by equipment manufacturers under procurement contracts to ensure that maintenance requirements for scope, format, and content are met.

c. Assists in the development of plans, requirements, and functional specifications for the automation software in the NAS components, including operational ATC automation systems.

d. Performs analysis of proposed modifications to determine cost and impact of developing and integrating proposed modifications into operational systems. Results of these analyses are used to determine feasibility and scheduling of the integration of the proposed modification.

e. Develops new software programs and modifications to existing software programs in support of field maintenance activities. Develops site specific modifications to existing software programs. This function is applicable to those systems and equipment for which the division has been assigned support responsibility by the service.

f. Analyzes system performance based upon reported problems and/or outages, identifies deficiencies in hardware and/or software, and designs, develops, tests, and implements solutions.

g. Plans, develops, and issues, in accordance with national policy, maintenance technical handbooks and guidance material to support the field maintenance program. Coordinates modification activity, impacts, and schedules with field and headquarters organizations, as required, to ensure timely and efficient implementation with minimal interruption to NAS functions.

h. Prepares and distributes updates to hardware and software documentation to support modifications and problem resolution. Initiates STB's, SPB's, notices, and orders, as required, to direct and advise field facilities on procedures, techniques, and processes.

i. Develops requirements and initiates procurement action for contracts for products directly related to the support program.

j. Provides engineering support and conducts appropriate development and shakedown testing in the commissioning of new systems. In this process, identifies problems and develops and tests modifications as required to bring equipment/systems to a commissioned status.

k. Pre-screens case files, evaluates NCP's, and implements assigned CCD's.

l. Resolves system, hardware, or software/firmware problems submitted as HDR's and PTR's.

m. Provides engineering advice and consultation to the contracting officer during the procurement cycle. Serves as technical officer, and reviews and approves contractor requests for action and contractor progress payments.

n. Maintains the NAS baseline configuration for those systems and equipment for which the division has been assigned support responsibilities by the service.

o. Accounts for the status of the modifications of all systems, facilities, and equipment for which the division has been assigned support responsibilities by the service.

p. Provides hardware, firmware, and software engineering support directly to field elements on operational engineering problems and facility restoration normally beyond the functional capability of such elements.

q. Performs onsite testing, optimization, and analysis to ensure proper performance of systems, equipment, proposed modifications, and the completeness of technical direction and documentation.

r. Provides solutions to system-wide engineering problems; develops and recommends national policy, standards, and procedures relating to the development and installation of system improvements and modifications.

s. Performs baseline testing, system optimization, and analysis to ensure proper performance of systems, equipment, proposed modifications, and the completeness of technical direction and documentation.

t. Participates in planning of all division deliverables for both hardware and software/firmware related activities to ensure proper coordination and elimination of possible conflicts. Leads planning activities for assigned program areas, including coordination with field and headquarters organizations to define modifications and delivery schedules.

u. Performs special engineering studies in assigned program areas and prepares report of findings. Participates in or performs special projects in support of NAS systems operations and maintenance.

v. Provides additional support in division functions, as required, in accordance with FAA agreements with outside organizations, i.e., United States and foreign government agencies, military services, etc.

w. Provides technical assistance, as required by the service, to program offices in support of various F&E programs.

x. Designs, develops, and establishes baseline tests for systems software and test and maintenance software/firmware; provides periodic updates as required and directed by CCD's and resultant packaging meetings.

l. Resolves system, hardware, or software/firmware problems submitted as HDR's and PTR's.

m. Provides engineering advice and consultation to the contracting officer during the procurement cycle. Serves as technical officer, and reviews and approves contractor requests for action and contractor progress payments.

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u. Performs special engineering studies in assigned program areas and prepares report of findings. Participates in or performs special projects in support of NAS systems operations and maintenance.

v. Provides additional support in division functions, as required, in accordance with FAA agreements with outside organizations, i.e., United States and foreign government agencies, military services, etc.

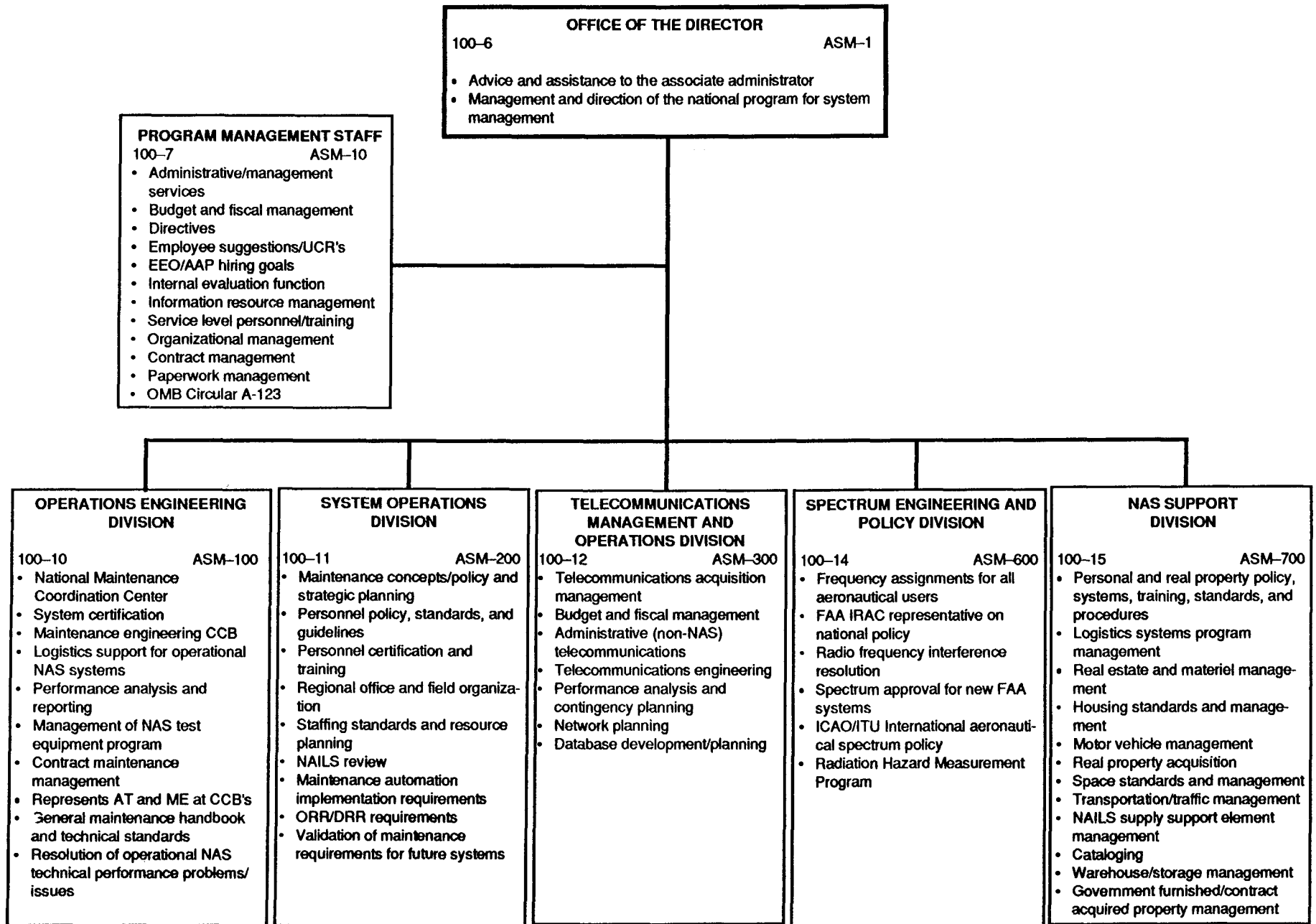
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CHAPTER 100. SYSTEM MANAGEMENT SERVICE

SYSTEM MANAGEMENT SERVICE

FIGURE 100-1. FUNCTIONAL ORGANIZATION CHART



CHAPTER 100. SYSTEM MANAGEMENT SERVICE

100-1. MISSION. The System Management Service ensures that the facilities and equipment in the air navigation, air traffic control, and aeronautical communication systems and telecommunications network of the NAS function continuously to acceptable levels of performance; that the management, maintenance, and support of the systems and associated environmental facilities and telecommunications support is efficient, economical, and responsive to operational needs and to the requirements of aviation safety and national defense; manages the aviation frequency spectrum; manages the FAA operational and administrative telecommunications network; and, provides for the acquisition and management of real and personal property, transportation, and supply support for agency programs, and development and maintenance of logistics systems.

100-2. FUNCTIONAL ORGANIZATION. The functional organizational structure of the System Management Service is shown in Figure 100-1, Organizational Structure for the System Management Service.

100-3. FUNCTIONS. The System Management Service:

- a. Provides for the sustaining engineering, maintenance, and technical functioning of air navigation, air traffic control, and aeronautical communications systems, telecommunications network and facilities which are owned, controlled, or maintained by the FAA.
- b. Provides the analysis of reliability, maintainability, supportability, and personal safety aspects of elements of systems which are owned, controlled, or maintained by the FAA.
- c. Formulates national systems maintenance objectives, plans, policies, programs, standards, and procedures for issuance by or on behalf of the associate administrator.
- d. Serves as the chairman of the Joint Surveillance System (JSS) and Joint Radar Planning Group (JRPg); provides for the necessary coordination with DOD and other Government and non-Government organizations on matters pertaining to systems maintenance.
- e. Performs maintenance engineering, performance and operations analysis, and related technical support functions required to discharge the service mission.
- f. Withdrawn—CHG 24.
- g. Coordinates systems maintenance matters at the national level.
- h. Withdrawn—CHG 24.
- i. Provides advice and assistance on telecommunications and spectrum engineering matters to AF offices and services and to the field organization.
- j. Develops policy and technical guidance for the maintenance, repair, and decontamination of air navigation and ATC facilities in the case of a natural or man-made disaster that does not constitute a defense emergency condition. The staff coordinates and ensures the adequacy of emergency and contingency plans needed to restore facilities damaged during these non-defense emergency conditions.
- k. Provides policy and technical guidance to the Mike Monroney Aeronautical Center for the repair and overhaul of equipment in the commissioned systems, and evaluates the effectiveness, efficiency, and economy of this activity.
- l. Withdrawn—CHG 24.
- m. Implements and maintains NAS configuration management policies and procedures for operational systems in the NAS, and serves as a member of the NAS and systems engineering configuration control boards.
- n. Participates in DRR activities to ensure acceptability of acquisition programs for deployment.
- o. Manages the aviation frequency spectrum for the NAS.
- p. Formulates policies and standards applicable to the utilization of radio frequencies. Represents FAA, both nationally and internationally, on all matters relating to spectrum engineering policy, including the following:
 - (1) Executing radio frequency spectrum policy, plans, and standards.
 - (2) Engineering, obtaining, and protecting the necessary radio frequency authorizations and allocations to satisfy the requirements of the NAS.
- q. Withdrawn—CHG 24.
- r. Serves as the AF coordination point for the National Transportation Safety Board (NTSB) recommendations, the Aviation Reporting System, Transportation Safety Information System (TSI), and the focal point for aircraft accident and incident coordination.
- s. Develops long-range maintenance plans, policies, and requirements for future facilities and services in the NAS.
- t. Develops, issues, and maintains policies, standards, and guidelines for training requirements relating to technical requirements and certification of technical field personnel.
- u. Develops policies, standards, and guidelines relating to AF maintenance coverage and response, position classifica-

tion, and performance of special studies, projects, and analysis of issues associated with field staffing requirements, sector staffing standards, and forecasting trends affecting future service policy.

v. Provides policy, planning, implementation, coordination, and program direction of maintenance automation systems relating to Remote Maintenance Monitoring (RMM) and the executive node of the Maintenance Management System (MMS).

w. Plans for procurement of supplies and equipment in a timely manner to support FAA programs.

x. Formulates national logistics management policies and standards for the support of all FAA programs, and provides national planning and guidance in the development and maintenance of automated logistics systems.

y. Manages and controls the physical custody and movement of materiel and equipment subject to FAA jurisdiction from acquisition to delivery to the user.

z. Formulates policy and procedures for procurement of transportation services, and arranges for shipment of NAS equipment and systems from contractor facilities.

aa. Plans for and takes appropriate action to ensure the continuity of logistics functions during any emergency period.

bb. Evaluates national logistics program activities.

cc. Develops requirements and directives for all national logistics training, except procurement and quality assurance training.

dd. Formulates policies and procedures for the acquisition, management, and disposal of real property.

100-4. Reserved.

100-5. SPECIAL RELATIONS.

a. With the NAS Transition and Implementation Service, the System Management Service develops support policies and plans for NAS systems, serves on the NAILSMT, and coordinates with the NAS Transition and Implementation Service to assure implementation and compliance with established support policies and plans.

b. With the NAS System Engineering Service, the System Management Service supports and provides maintenance program requirements input to the development of the NAS Plan. In conjunction with the NAS System Engineering Service, the service ensures program integration in planning activities.

c. Withdrawn—CHG 24.

100-6. OFFICE OF THE DIRECTOR. Under the executive direction of the Associate Administrator for Airway Facilities, the Director, System Management Service:

a. Advises and assists the associate administrator and his executive staff on the justification of budget estimates, the administration of executive decisions, and the development and maintenance of productive relationships with the public, the aviation community, and other Government agencies.

b. Provides for the development and effective coordination of FAA objectives, plans, policies, programs, standards, and procedures for issuance by or on behalf of the Administrator which pertain to systems maintenance and telecommunication services.

c. Withdrawn—CHG 24.

d. Withdrawn—CHG 24.

e. Creates and maintains an atmosphere of positive human relations and open communications for all System Management Service employees between the service and other headquarters, region, and field organizations.

f. Provides leadership and direction in the planning, management, and control of service programs.

100-7. PROGRAM MANAGEMENT STAFF. The Program Management Staff provides overall functional management in matters pertaining to the acquisition, maintenance, and utilization of resources. The staff:

a. Plans, administers, and provides service-level support activities necessary for the implementation of service fiscal plans, programs, and systems. In so doing, the staff:

(1) Formulates, analyzes, executes, and administers the service's headquarters budget activity.

(2) Serves as the focal point within the service for coordinating and consolidating total fiscal requirements (headquarters).

(3) Develops detailed budget justifications supporting resource requirements for the service.

(4) Monitors resource commitments and fiscal status for the System Management Service, prepares required AF reports, recommends program adjustments and internal fiscal management procedures compatible with AF budget and fiscal systems to the Director, System Management Service.

(5) Develops and operates a management system which identifies service goals; records priorities, resource application, target dates, and objectives; provides pertinent feedback for management use and decisionmaking; and establishes guidelines for, and monitors service program reviews.

(6) Withdrawn—CHG 24.

(7) Withdrawn—CHG 24.

b. Assists the director in planning, development, direction review, and status evaluation of service programs. This includes the organization, structure, and reporting of programs and the development of appropriate program management plans.

c. Monitors and evaluates the service systems of internal controls and vulnerability assessments required by OMB Circular A-123.

d. Provides administrative management support services concerning:

(1) Service organization and staffing, personnel services, training needs, and awards.

(2) Paperwork management (directives, forms, reports, and records).

(3) Office services (space, telephone, property, etc.)

(4) Physical security and personnel security.

(5) Administrative standards and related activities.

(6) Management analyses.

(7) Evaluation of administrative and technical employee suggestions/UCR's.

(8) Compliance with service and FAA human relations policy.

e. Provides the liaison for the EEO Program and develops the service EEO Plan.

f. Provides service coordination for the Freedom of Information Act and the Privacy Act.

g. Advises and assists the director and elements of the service on administrative management problems brought to the attention of the headquarter's organization.

h. Provides a focal point for consultation and coordination between the service and other FAA headquarters offices on matters of administrative and management support.

i. Develops and recommends service organization concepts and plans.

j. Develops, justifies, and administers service resource requirements.

k. Prepares the service position on emergency operations matters, provides service representation in planning, and coordinates the service program for FAA emergency operations.

100-8. Withdrawn—CHG 24.**100-9. RESERVED.****100-10. OPERATIONS ENGINEERING DIVISION.**

The Operations Engineering Division is responsible for the formulation and coordination of national objectives, policies, standards, procedures, and guidelines governing the day-to-day and long-term technical functioning, performance, and certification of the NAS; of field facilities; and, management of national contracts for maintenance of facilities within the NAS. The division serves as the focal point within the service for identifying, establishing, providing, and maintaining operational and maintenance requirements input to the development of the NAS. The division also provides for the cochairperson of the JRPG and JSS activities, and manages interagency and other agreements under the purview of the service. With respect to the foregoing, the division:

a. Develops, maintains, and operates a system that will provide trend data on maintenance programs which are included in the AF Goals and Objectives and Performance Indications Program.

b. Prepares periodic technical reports and data of the nature and scope of performance trends, the anticipated impact on service, and provides recommendations to organizations responsible for further investigation and corrective actions. The division supports the facility performance data requirements of the agency.

c. Represents the agency in the collection, composition, and publication of the facility/service performance data.

d. Develops and maintains general maintenance policies, standards, and guidelines involving electrical power, technical inspection, equipment certification, facility documentation, repair of equipment, and general maintenance requirements and procedures. The division is responsible for the latest version of Order 6000.15, General Maintenance Handbook for Airway Facilities.

e. Develops subparts A through J of the Federal Aviation Regulations, Part 171, and manages the Non-Federal Facilities Program. In so doing, engineering support may be obtained from the Operational Support Service or the applicable program office.

f. Manages the service's Test Equipment Program, including the Automated Test Equipment (ATE) Program; develops requirements and schedules, and maintains national lists of preferred test equipment; coordinates requirements for test equipment with program offices, the FAA Logistics Center, and regions; prepares F&E and OPS test equipment budget requests; and, takes or initiates action for procurement and distribution.

g. Develops and maintains policies, guidelines, and procedures for maintenance, modification, software development, and calibration of test equipment. Monitors calibration

requirements and accomplishment data and takes or initiates required corrective actions.

h. In conjunction with the NAS Implementation and Transition Service, develops overall service policies, standards, guidelines, and programs for the use, handling, and disposal of hazardous waste materials for the AF organization.

i. Develops and maintains national power policies, standards, and guidelines including the critical load configuration at major facilities. Represents the service in development of policies and standards governing the use and consumption of energy. The division provides for the co-chairperson of the National Power Committee.

j. Reviews acquisition documentation and reliability/maintainability proposals and evaluation plans submitted by offerors or contractors to ensure that NAS system and subsystem acquisition designs, requirements, proposals, and plans support maintenance plans, concepts, and objectives. The division reviews FAA specifications, statements of work, program plans, system designs, implementation plans, testing plans, etc., for each Capital Investment Plan (CIP) project for conformance to NAS maintenance engineering requirements. The division participates in the integrated logistics support management team process for both acquisition and operational/commissioned systems.

k. Develops and maintains policies, standards, and guidelines for preparation of facility reference data files, joint acceptance inspection, commissioning, and decommissioning of airway facilities. Represents the service in development of agency systems test and evaluation policies, guidelines, and requirements.

l. Develops and maintains service policies, standards, and guidelines on and manages the Airway Facilities Personnel Safety Program; ensures timely distribution of information on identified safety hazards.

m. Develops requirements, policies, plans, and procedures for the operation and monitoring of the NAS to ensure that significant interruptions/incidents receive prompt and appropriate followup attention; keeps top management officials apprised of significant interruptions and their impact on air traffic operations as well as the current overall status of the NAS; manages the National Maintenance Coordination Center (NMCC).

n. Monitors day-to-day and long-term facility/service performance and technical program data (e.g., technical inspection deficiencies); develops and maintains a system of charts, graphs, and statistical data representing performance and program trends; and in conjunction with the Operational Support Service, investigates and identifies causes of adverse performance trends and takes or initiates corrective actions.

o. Develops and maintains policies, guidelines, and procedures governing the National Airspace Performance Reporting System (NAPRS).

p. Implements and maintains NAS configuration management policies and procedures for the operational NAS; provides technical advice to the Associate Administrator for Airway Facilities and the Director, System Management Service, pertaining to NAS and system engineering configuration control boards (CCB's); provides representation on cluster CCB's and specification review boards; and, provides technical analysis and support to the Operational Support Service for management of the maintenance engineering CCB.

q. Withdrawn—CHG 24.

r. Withdrawn—CHG 24.

s. Withdrawn—CHG 24.

t. Withdrawn—CHG 24.

u. Withdrawn—CHG 24.

v. Withdrawn—CHG 24.

w. Withdrawn—CHG 24.

x. Withdrawn—CHG 24.

y. Develops system design and operational requirements in consideration of optimizing the maintenance and logistics support program for airway facilities as well as air traffic control services, and monitors system acquisition and implementation programs to ensure such requirements are met. The division sponsors new CIP programs and mission needs statements for NAS infrastructure replacement systems, when required.

z. In coordination with other offices and services, assures integrated logistics support for operational/commissioned facilities in accordance with stated service policies and plans.

aa. Manages interagency and other agreements falling under the purview of the System Management Service; coordinates with appropriate inter-service and intra-service elements.

bb. Serves as the focal point for sustaining engineering and is responsible for coordination of operational activities with the field organization.

cc. Serves as service focal point for AF planning for takeover of facilities related to closure of DOD bases and related facilities.

dd. Establishes policy, procedures, and priorities for use of MMS by all organizational elements of Washington headquarters and field organizations relating to division programs (logging, NAPRS, test equipment, spares, etc.).

ee. Administers, plans, and budgets for all maintenance contracts for commissioned/operational facilities; assures that a coordinated handoff is made from the program office to system maintenance and that followup actions are taken to continue or modify contracts as required. The division initiates funding activity and develops contract maintenance specifications and plans for all NAS systems as necessary.

100-11. SYSTEM OPERATIONS DIVISION. The System Operations Division is responsible for the formulation and coordination of national objectives, policies, standards, procedures, and guidelines governing the technical workforce resources and the maintenance program. The division also proposes maintenance policy and is the service's single point of contact for maintenance requirements of the NAS. With respect to the foregoing, the division:

a. Participates in the development of qualification and classification guides and standards for AF field personnel; provides position classification review, advice and counsel to the service, field, and Office of Personnel on appropriateness of series and justification necessary to support requested grade levels.

b. Develops national policy and guidelines for maintenance coverage and level of facility restoration response.

c. Serves as the national program office for the Airway Facilities Supervisors' Committee (AFSUPCOM), ensuring and facilitating field supervisory participation in the identification and resolution of supervisory issues.

d. Provides national technical training program guidance to the Office of Training and Higher Education through the submission of training proposals, review and approval of training plans, review of specification and contractor-developed proposals in response to request for proposals for training, and the development of training courses and materials. The division assists the program manager in developing a training plan for each system acquisition.

e. Develops national AF technical training and personnel certification policies, standards, and guidelines.

f. Develops and updates the AF technical training portions of the agency's 5-year program (spring preview); provides justification and response to budgetary and program issues in support of valid training requirements; and, determines national AF training priorities.

g. Develops estimates of AF training costs for new and proposed programs, facilities, and equipment, and monitors the training data system to ensure equitable distribution of quota and travel funds.

h. Develops and recommends policies and standards for field organizational structure and personnel management plans and programs to meet maintenance operational requirements to achieve optimum effectiveness and efficiency.

i. Develops a system for measuring facility complexity and, in conjunction with the Office of Personnel and the regions, applies complexity measures for determining grade levels of field positions.

j. Develops analytical methods and conducts analyses related to the demographics of the field work force in terms of distribution, skill development, attrition, and other factors related to near-term and long-term personnel requirements planning, and serves as the single source for all regional demographics and employment data.

k. Develops and maintains the human resource planning system and provides implementation guidance to the regions.

l. Withdrawn—CHG 24.

m. Withdrawn—CHG 24.

n. Withdrawn—CHG 24.

o. Withdrawn—CHG 24.

p. Withdrawn—CHG 24.

q. Reviews computer timeshare usage and efficiency of programs; provides financial tracking and analysis of computer timeshare funds; makes recommendations regarding implementation or retention of ADP programs; advises users of expenditures; places limits on programs as needed; and, prepares ADP budget submissions relating to division programs.

r. Develops and coordinates maintenance plans in such areas as staffing, training, supply support, contract maintenance etc., that allow, in conjunction with the NAS Transition and Implementation Service, an orderly transition from the establishment phase to the maintenance phase of facilities in the NAS by monitoring F&E current program activities, including commissioning schedules, and analyzing equipment configurations.

s. Develops, in conjunction with appropriate offices and services, contract maintenance policies and requirements.

t. Reviews regional AF headquarters and field maintenance staffing estimates and provides recommendations for staffing distribution to the Director, System Management Service, and the Associate Administrator for Airway Facilities.

u. Monitors the F&E Program to ensure consistency with long-range system planning goals, readjusts these planning goals to reflect changes in policy, and analyzes impact to field staffing and training.

v. Develops national AF sector staffing standards and participates in the development of agency staffing guides, staffing validation studies, and related staffing activities.

w. Administers, in conjunction with appropriate offices, the Facilities Master File (FMF) and the Facilities, Service and Equipment Profile (FSEP) for AF, and establishes standard codes for identification of activities in agency data systems.

x. Reviews all cost-benefit studies in which maintenance costs are a factor and serves as the single source for all maintenance cost information.

y. Develops and maintains concepts, plans, policies, and objectives for the systems maintenance program to ensure that the current and future operational requirements are achieved.

z. Develops and maintains system descriptions for "end-state" maintenance and support, strategic systems maintenance, automation operations, the maintenance automation concept, and MCC implementation. These systems and plans consider the long-term role of the maintenance organization, human resources and relations, direct and contract maintenance, engineering field support, and physical and financial resources.

aa. Develops and maintains a set of documented maintenance operational requirements and systems requirements statements. This activity considers the impact of proposed system concepts on air traffic control requirements.

bb. Withdrawn—CHG 24.

cc. Serves as the focal point and coordinator within headquarters and among regions on the maintenance automation requirements and activities.

dd. Represents the service on the NAILSMT and other NAILS committees as appropriate.

ee. Determines maintenance requirements on supply as part of the NAILS process.

ff. Develops and provides System Management Service requirements for the MMS. This includes initiation of research and development issues for future AF activities.

gg. Chairs the Airway Facilities Oversight Training Committee.

hh. Manages and operates the executive node of the MMS and establishes policy, procedures, and priorities for use of MSS by all organizational elements of Washington headquarters and field support organizations.

ii. Develops and recommends policies and standards for regional and field organizational structure, including facility consolidations and closures.

100-12. TELECOMMUNICATIONS MANAGEMENT AND OPERATIONS DIVISION. The Telecommunications Management and Operations Division is responsible for providing management and operation of all

agency operational and administrative telecommunications, and telecommunications resources, including the planning, engineering, technical information, and financial management functions. With respect to the foregoing, the division:

a. Develops and recommends national objectives, plans, policies, programs, standards, and procedures governing operational and administrative telecommunications networks, systems, and equipment.

b. Identifies, collects, and coordinates agency telecommunication service requirements. The division prepares the agency budget submission, acquisition and procurement strategy, allocates telecommunication resources, and assures the provisioning of required services and equipment.

c. Provides network planning and engineering services, determining the most effective transmission medium, facilities, and equipment to meet requirements. The division provides operational and economic analysis and determination of leased or agency-owned resources, end-to-end circuit engineering, and standards for service, systems, equipment, and interfaces.

d. Manages the operational and administrative networks (Radio Communications Link (RCL), National Airspace Data Interchange Network (NADIN), Administrative Data Transmission Network (ADTN), Data Multiplexing Network (DMN), etc.); selects methods for satisfying requirements, user access, operating procedures, expansions, and modernization.

e. Manages the agency Leased Services Program. The division prepares telecommunications service requests, performance specifications, and maintenance requirements for leased services and equipment. The division serves as the focal point for FAA leased telecommunications services and is the designated telecommunications certification office for the agency.

f. Provides engineering advice and consultation to the contracting officer during the procurement/leasing cycle; serves as the technical officer; reviews and certifies contractor requests for action and contractor programs payment.

g. Analyzes network and circuit performance and evaluates alternative transmission and equipment technologies. The division recommends and effects networking strategy, transmission, and equipment modernization based upon performance and cost criteria.

h. Manages the agency Telecommunications Service Improvement Program. The division coordinates with the regions and telephone companies, establishes service performance criteria, monitors performance, and ensures compliance with standards.

i. Establishes telecommunications maintenance and operations performance requirements. The division coordinates

with Air Traffic, F&E, systems engineering, and maintenance organizations concerning maintenance concepts, air traffic operational requirements, and compliance with standards.

j. Provides input to the 5-year, 10 year, and system acquisition plans, and budget submissions regarding the installation and modernization of telecommunications systems, facilities, and equipment.

k. Maintains liaison with the military regarding the development of communications systems under the jurisdiction of DOD, the potential impact of such developments, and the possible integration of DOD and FAA telecommunications systems in the furtherance of the national defense and FAA missions.

l. Maintains liaison and coordination with OST, GSA, and other Government agencies regarding telecommunications requirements, Federal Information Resources Management Regulation (FIRMR) activities, OMB circulars, Department of Transportation (DOT) orders, and the acquisition and maintenance of the Federal Telecommunications Service (FTS).

m. Establishes and maintains the configuration management program for the agency telecommunications network(s). The division develops and maintains data bases and automated systems necessary for baseline configuration management (circuit inventory, channel and port assignments, end-to-end connectivity, tariff and cost analysis, budget preparation and tracking, and service restoration).

n. Represents the agency on operational and technical aspects of international telecommunications facilities and service provided by the United States in support of the International Civil Aviation Organization (ICAO).

100-13. RESERVED.

100-14. SPECTRUM ENGINEERING AND POLICY DIVISION. The Spectrum Engineering and Policy Division is responsible for the planning, engineering, and management of radio spectrum for the FAA and all users of the NAS. The division represents the FAA before national and international organizations involved with establishing radio frequency policy and regulations. These include:

a. Developing and executing FAA radio frequency spectrum policy, plans, and standards.

b. Engineering, obtaining authorization, and protecting the frequency assignments necessary to satisfy the requirements of the NAS.

c. Providing engineering support to regional and field facilities in the resolution and prevention of radio frequency interference to NAS facilities.

d. Managing the classified frequency management computer program and associated secure computer facility in Washington headquarters.

e. Performing engineering analysis of frequency assignment proposals by Government agencies, the Federal Communications Commission, Canada, Mexico, and any other countries to determine the impact of the NAS and to preclude radio interference to the NAS.

f. Representing the agency on the Interdepartmental Radio Advisory Committee (IRAC) and other Government and industry committees/working groups in the field of spectrum management. The division manages the National Telecommunications Information Administration's field coordination program for all Government and non-Government radar/radar beacon systems.

g. Representing the United States in meetings of the International Telecommunications Union (ITU) and ICAO that require frequency management expertise and deal with aviation interests.

h. Maintaining the FAA radio frequency portion of the Federal Government's modernization plan.

i. Conducting engineering studies relating to incorporation of future systems within assigned portions of the radio spectrum in accordance with the NAS Plan and the FAA Plan for Research, Engineering, and Development.

j. Executing the Radiation Hazard Measurement Program.

k. Administering the electromagnetic compatibility portion of the agency's Airspace Case Program.

l. Withdrawn—CHG 24.

m. Coordinating with DOD to ensure electromagnetic compatibility with the NAS.

n. Withdrawn—CHG 24.

100-15. NAS SUPPORT DIVISION. The division is responsible for materiel and property management. The division:

a. Develops, issues, and ensures agencywide implementation of policies, standards, procedures, training, and logistics systems for:

(1) Management, physical accountability, utilization, and disposal of personal, real, and Government-furnished/contractor-acquired property.

(2) Supply support for the NAS and the FAA aircraft fleet.

(3) Provisioning.

(4) Cataloging, item identification, and standardization.

(5) Requisitioning, acquisition and management, packing and preservation, receiving repair, and distribution of material (including shipping).

(6) Management and control of NAS F&E project material and equipment.

(7) Transportation/traffic management (including movement of household goods).

(8) Motor fleet management (general and special purpose vehicles).

(9) International/interagency supply support.

(10) Inventory management.

(11) Loan agreements.

(12) Supply support element requirements for the NAILS process.

(13) Warehouse/storage management.

(14) Employee support services.

(15) Space management.

(16) Facility maintenance and master planning at the Mike Monroney Aeronautical Center, FAA Technical Center, and regional headquarters.

(17) Concessions (space and equipment aspects).

(18) Acquisition of real property.

(19) Employee parking.

(20) Employee housing.

(21) Logistics automated systems life cycle management and new systems development and implementation.

b. Monitors and assesses the functional areas contained in paragraph 100-14a to determine the effectiveness of agency policies, standards, training, and systems as well as the effectiveness of program performance.

c. Serves as the central point for FAA with other Federal agencies and the military services on agency personal property and real property management matters.

d. Assists in the formulation and review of budget program data and provides program support throughout the execution on the budget process.

e. Serves as the focal point on integrated logistics support matters for the supply support element functions relating to FAA activities, other Federal agencies, and the military services; attends NAILSMT's and other NAILS meetings as a representative for the supply support element management, as required, and reviews various NAILS documents (e.g., Integrated Logistics Support Plans, etc.) to ensure systems supportability.

f. Serves as national advocate for the FAA Logistics Center.

g. Serves as focal point for the FAA Integrated Materiel Management Program, the Federal Catalog Program, and the Shelf-Life Item Management Program.

h. Serves as the focal point for oversight, planning, development, and integration of logistics automation (except for the System for Acquisition Management (SAM)), and ensures that systems comply with agency policies and standards.

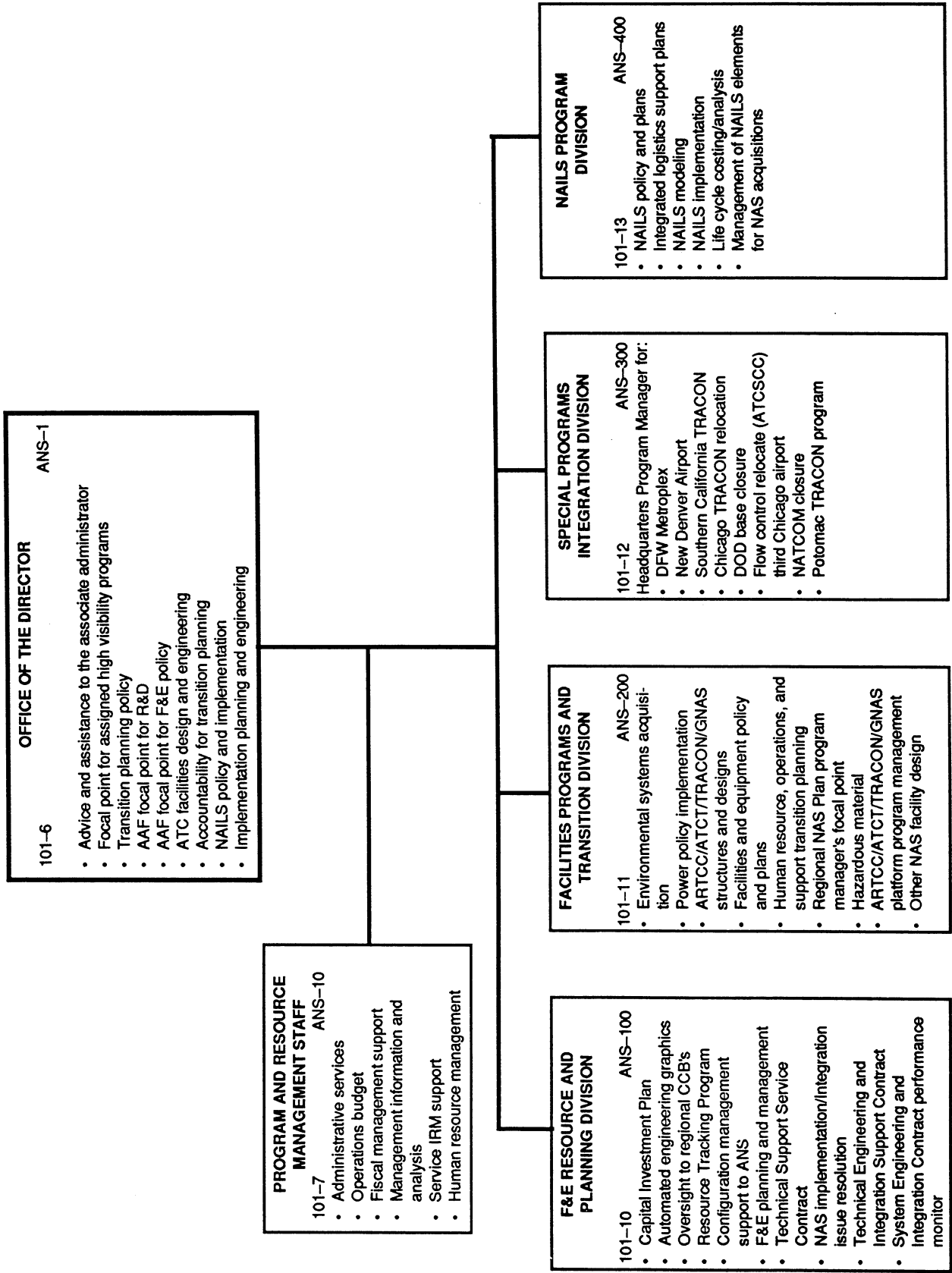
i. Evaluates the national logistics program.

j. Manages the household goods process.

CHAPTER 101. NAS TRANSITION AND IMPLEMENTATION SERVICE

NAS TRANSITION AND IMPLEMENTATION SERVICE

FIGURE 101-1. FUNCTIONAL ORGANIZATION CHART



CHAPTER 101. NAS TRANSITION AND IMPLEMENTATION SERVICE

101-1. MISSION. The NAS Transition and Implementation Service advises and assists the Associate Administrator for Airway Facilities in directing, coordinating, controlling, and ensuring the adequacy of NAS transition planning. The service develops and publishes NAS Plan transition policy and guidance and assures consistency in headquarters, regional, and site transition and implementation planning. The service provides program management for Air Route Traffic Control Center Facilities, Airport Traffic Control Tower/Terminal Radar Approach Control Facilities, and General NAS (GNAS) facilities. The service identifies and coordinates resolution of transition issues among NAS programs. The service provides overall policy, leadership, and direction for assigned high visibility special programs. The service monitors and promotes guidance to human resource management planners to ensure consistency with NAS transition planning. The service provides contractor resources to assist the headquarters, regions, and facilities in the implementation and integration of F&E projects. The service also provides the regions with the tools necessary to manage the F&E programs. The service assures the integrated evolution of present air traffic facilities manned and unmanned and provides for the design and construction of new air traffic facilities.

101-2. FUNCTIONAL ORGANIZATION. The functional organization of the NAS Transition and Implementation Service is shown in Figure 101-1, Organizational Structure for the NAS Transition and Implementation Service.

101-3. FUNCTIONS. The NAS Transition and Implementation Service:

- a. Develops and maintains NAS transition policy, plans, and guidelines related to functional, operational, facility, and environmental support, and human resource planning to assure successful CIP transition at the region and facility level.
- b. Coordinates with Air Traffic, regions, and other appropriate organizations on NAS transition plans and technical issues.
- c. Reviews specifications, designs, individual program plans, project implementation plans, and regional and site transition plans for conformance to NAS transition plans and technical issues.
- d. Performs analyses to determine adequacy of generic plans for facility evolution, ATC operational and maintenance operations evolution, program schedules and equipment delivery sequences, human resource requirements, and facility and environmental requirements.
- e. Establishes and maintains data bases to: Monitor the status of NAS systems and facilities evolution and NAS transition schedules; identify and track NAS transition issues and action items; and, provide status and assessment reports for the NAS program director.
- f. Directs, coordinates, and evaluates the performance of the System Engineering and Integration Contractor and the NAS Implementation Support Contractor in support of NAS transition and implementation planning at the headquarters, regional, and facility levels.
- g. Serves as the AF focal point for coordination with regional CIP program managers, area control facility (ACF) onsite coordinators, regional Air Traffic CIP representatives, and other regional and facility NAS implementation planners.
- h. Represents the Associate Administrator for Airway Facilities at agency, interagency, Governmental, industry, and public meetings and forums.
- i. Plans for the transition of military and non-FAA facilities into the NAS.
- j. Assures that overall policy, leadership, and direction for assigned, high-visibility special programs (e.g., New Denver Airport, Dallas-Fort Worth Metroplex, Southern California TRACON, Chicago TRACON Relocation, the Potomac Project, DOD Base Closure, Interim Support Plan, etc.) are accomplished.
- k. Acts as the FAA focal point for coordination with Congress, DOD, users, and others for information and transition planning for assigned special programs.
- l. Is responsible for budget and financial management, including budget formulation, execution, and status reporting for assigned special programs.
- m. Develops and maintains NAILS policies, plans, standards, guides, and related directives to establish the NAILS Program within the agency.
- n. Implements the NAILS Program to ensure supportability requirements are satisfied for all NAS subsystem/equipment acquisitions, major modifications, and applicable research and development projects through all phases of their life cycle.
- o. Represents the agency on all NAILS-related activities within/outside the agency with DOD, other Government agencies, and industry.
- p. Consistent with national standards, designs, and orders, is responsible for the implementation of design, engineering, and configuration of air traffic control facilities; e.g., ARTCC, ACF, air traffic control tower (ATCT), terminal radar approach control (TRACON).

q. Responsible for standards and engineering for implementation and transition activities consistent with national standards, designs, and orders for environmental support, energy, electromechanical, architectural, grounding, lighting, and ecology for NAS facilities.

r. Manages the National Technical Services Support Contract (TSSC).

s. Manages the Computer-Aided Engineering Graphics (CAEG) System.

t. Provides overall direction for the implementation of the Regional Project Management System (RPMS), the F&E Program budget software, the F&E Program Information System, and other F&E tools associated with the Resource Tracking Program (RTP).

101-4. RESERVED.

101-5. SPECIAL RELATIONS.

a. With the Associate Administrator for NAS Development, the NAS Transition and Implementation Service supports matrix program management for NAS acquisitions by serving as chairman of the NAILSMT.

b. With the requirements organization (e.g., the System Management Service, the Operational Support Service, the Office of Training and Higher Education, and the Air Traffic Plans and Requirements Service), the NAS Transition and Implementation Service ensures integrated logistics support is provided in NAS acquisitions.

c. With DOD, the NAS Transition and Implementation Service jointly plans for the transition of facilities and base closures.

101-6. OFFICE OF THE DIRECTOR. Under the executive direction of the Associate Administrator for Airway Facilities, the office of the director:

a. Advises and assists the associate administrator and his/her executive staff on matters within the purview of the NAS Transition and Implementation Service by providing support in the justification of budget estimates, in the administration of executive decisions, and in the development and maintenance of productive relationships with the public, the aviation community, and other Government agencies.

b. Is accountable to the Administrator for the development, coordination, adequacy of agency NAS transition and integration:

(1) Policies, standards, systems, and procedures.

(2) Public rules, regulations, and orders.

(3) Program plans issued by or on behalf of the Administrator.

c. Provides for effective evaluation of the agency's airway facilities program performance and ensures the adequacy of followup to secure correction of deficiencies.

d. Provides leadership and direction in the planning, management, and control of service activities.

e. Prepares service position, provides service representation in planning, and coordinates the service program for FAA emergency operations.

101-7. PROGRAM AND RESOURCE MANAGEMENT STAFF. The staff:

a. Formulates and coordinates policies, standards, and guidance governing the service OPS budget, and:

(1) Is responsible for the OPS input to the AF annual and quarterly fiscal plan.

(2) Provides service program guidance for the OPS portions of the agency's Call for Estimates.

(3) Compiles required justification and cost estimates to support the NAS Transition and Implementation Service headquarters' portion of the AF OPS budget submission.

(4) Monitors funds allocated to the service for the OPS programs. The staff coordinates programming priorities for headquarters OPS programs with other agency elements; and, within the authority delegated by the director, recommends allocation or reallocation of funds. The staff provides service level tracking of F&E personnel, costs, benefits, and training (PCB&T) funds.

(5) Establishes a database for monitoring and controlling the fiscal activities associated with the service internal OPS program, F&E program contract support, and related budget activities.

(6) Coordinates general work agreements and program plan agreements and validates funding availability within the service.

b. Develops and implements a management information system which identifies service goals; records priorities, resource application, target dates, and objectives; and, provides pertinent feedback for management use and decisionmaking.

c. Plans, implements, and monitors human resource management programs, including management education, technical training requirements, career development, organizational development, staffing, position management, performance appraisal, incentive awards, and Survey Feedback Action (SFA).

d. Develops service EEO and Affirmative Action Plan and monitors execution of the program.

e. Ensures compliance with FAA human relations policy.

f. Supports the service employee participation group (EPG).

g. Provides administrative management services concerning:

(1) Paperwork management (directives, forms, reports, and records).

(2) Office services (space, telecommunications, property, etc.).

(3) Physical and personnel security.

(4) Administrative standards and related activities.

h. Coordinates and/or distributes service newsletter and other communications for the information of employees.

i. Conducts management analyses, staff studies, evaluation activities, and other special projects for the director.

j. Provides the service coordination for the Freedom of Information Act and the Privacy Act.

k. Develops and recommends service organization concepts and plans.

l. Develops, justifies, and administers service headquarters resource requirements.

m. Coordinates service programs for FAA emergency operations.

101-8.-101-9. RESERVED.

101-10. F&E RESOURCE AND PLANNING

DIVISION. The division manages the F&E resource contracts, TSSC, RTP, NAS Implementation Support Contract (NISC), and CAEG contracts. The division provides matrix support to other NAS Transition and Implementation Service divisions in the areas of NCP processing, NAS Transition and Implementation Service CCB support, and other related functions. Additionally, the division manages the NAS implementation issues process. The division develops and implements computer-based tools to aid in the regional management of the F&E program and in the design of air traffic facilities. The division:

a. Manages the establishment and execution of the national TSSC, which provides supplemental field F&E resources to accomplish the implementation of NAS systems and subsystems into the nine FAA regions, the Mike Monroney Aeronautical Center, and the FAA Technical Center.

b. Provides support in sponsoring and defending requirements and submissions for the regional AF F&E manpower.

c. Represents regional AF F&E planning and establishment engineering branches with FAA headquarters and other organizations in matters relative to regional contracting support and implementation.

d. Provides the focal point and overall direction of the RTP, which consists of the RPMS, the F&E program budget software, the Personnel Resource Module (PRM), the Material Delivery Forecast Module (MDFM), the Integrated Implementation Resource System (IIRS), and the F&E Configuration Management System.

e. Provides oversight to the regional configuration management process and serves as the focal point for all NCP/CCP related activities within AF.

f. Coordinates and monitors the FAA process for NAS implementation issues resolution. The division advises senior FAA managers of issue resolution status.

g. Provides technical monitoring of the system engineering and integration contractor in the areas of RPMS/MDFM, NAS implementation issues, NCP/CCB.

h. Provides technical data package and other required procurement documentation and leadership for contractor support of the service, regional CIP coordinators and NAS implementation managers, facility onsite coordinators, and FAA Logistics Center/FAA Academy/ATC implementation planning.

i. Is the focal point for all AF NAS Program initiatives inputs to the CIP and provides coordination and guidance.

j. Is the AF focal point for computer-aided engineering graphics.

101-11. FACILITIES PROGRAMS AND

TRANSITION DIVISION. This division is the principal element of the service with respect to facilities program management; facility transition planning; engineering, design, and configuration of buildings, structures, and environmental support systems for all NAS facilities including civil, structural, electrical, mechanical, environmental, architectural, energy, ecology, grounding, lightning protection, and safety systems. The division maintains overall configuration control for all NAS facilities. The division monitors and coordinates the overall hazardous waste management policy and disposal program. The division:

a. Provides facility platform management for ARTCC facilities, ATCT's, TRACON facilities, and general NAS facilities. The division develops infrastructure needs and implementation and transition plans for these major facilities.

b. Formulates and maintains hazardous waste management policy and monitors regional compliance.

c. Provides policy and guidance for all electrical power systems, grounding, bonding, and shielding.

d. Is responsible for the overall development and maintenance of NAS transition policy, plans, and guidelines related to facility functional, operational, and environmental support.

e. Develops and coordinates with the regions policies related to regional facility and equipment transition planning. The division recommends program priorities and formulates schedules and objectives for transition of existing systems into the NAS.

f. Prepares F&E facilities budget including Call for Estimates and congressional budget submissions.

g. Develops and implements AF plans, policies, programs, standards, and procedures governing the establishment of structures, equipment, facilities, and systems.

h. Translates validated operational requirements for facilities hardware, firmware, and software systems into specific plans for resource, development, and establishment projects including acquisition papers, technical performance specifications, procurement requests, installation standards, testing, and commissioning procedures and standards.

i. Ensures that proposals made by the regions and others for the modification of commissioned facilities are evaluated on the basis of technical and economical feasibility; supports budgeting and programming of suitable projects.

j. Develops and provides cost data, supporting details, and recommendations on reprogramming proposals including input on current programs. This includes controlling assigned funds and ensuring that physical accomplishments correlate with fiscal expenditures. Following agency determination, the division adjusts program schedules and objectives, as necessary.

k. Provides engineering advice and consultation to the contracting office during the procurement cycle, serves as the technical officer, and reviews and certifies contractor requests for action and contractor progress payments.

l. Evaluates regional installation activities and determines compliance with construction standards, specifications, and establishment and operational requirements.

m. Initiates and implements procurement actions, provides direction and guidance on, and monitors architect/engineer projects.

n. Develops and recommends AF plans, policies, programs, standards, and procedures governing the establishment of power systems and environmental equipment.

o. Plans, schedules, and manages approved programs for power systems equipment through commissioning (or decommissioning and removal), and/or program completion. This includes responsibility for system design, man-machine interface, component design, and related functional, technical, and performance characteristics.

p. Arranges for and monitors factory and field tests and evaluation of equipment for inclusion in the NAS related to the integration of such equipment into the operating system.

q. Supplies information for reimbursable agreements at the national level and provides the necessary support for regionally negotiated reimbursable agreements for power systems programs with other Government agencies and public and private organizations. This includes loan agreements for associated equipment.

r. Furnishes technical information and/or engineering services to other FAA segments, agencies, foreign countries, and organizations on facility equipment.

s. Supports the National Power Committee.

t. Supports the National Maintenance Engineering Conference.

u. Provides guidance and technical support to assure that Occupational Safety and Health Administration (OSHA), Environmental Protection Agency (EPA), and fire protection requirements are complied with, funded, and implemented.

v. Provides matrix support to the Manager, Facility Programs and Transition Division; directs and/or supports human resource and operational transition planning by:

(1) Assessing human resource and organizational impacts to develop implementation strategies.

(2) Leading national-level work groups engaged in implementation requirements studies to identify human resource needs and develop implementation strategies.

(3) Developing and/or reviewing human resource and operational transition policies and implementation action plans.

(4) Monitoring and evaluating headquarters and regional human resource planning and operational transition implementation activities.

(5) Ensuring the integration of human resource planning into regional transition plans.

(6) Coordinating the identification of transition training requirements needed for CIP implementation.

(7) Promoting training and development activities needed for transition into new facilities, equipment, and systems.

(8) Providing human resource requirements recommendations to agency decisionmakers.

(9) Serving as the headquarters focal point for planning the human resource implementation requirements of regional special projects such as the Southern California TRACON, the new Denver Airport, the Chicago TRACON, and the Dallas/Fort Worth Metroplex.

101-12. SPECIAL PROGRAMS INTEGRATION

DIVISION. With respect to special programs which require integrated management across the FAA, including the new

Denver Airport, DOD base closures, the Dallas/Fort Worth Metroplex, Southern California TRACON, the Chicago TRACON, Potomac TRACON, and the Air Traffic Control System Command Center (ATCSCC) Relocation, the Special Programs Integration Division:

- a. Is the FAA's program manager for assigned special programs; provides program management, oversight, and integrated planning for headquarters and regional resources.
- b. Is responsible for the formulation, management, and execution of budgets; develops and coordinates integrated planning, program management plans, program budget submissions, reprogramming requests, etc.
- c. Develops, coordinates, and justifies CIP program submissions and budgetary inputs; represents the special programs in the in-service working group.
- d. Works with the regions to develop and validate regional and headquarters program requirements, including facilities and equipment; works with other appropriate organizations for completion of associated requirements; e.g., Air Traffic, Airport Planning, and Flight Standards.
- e. Evaluates and approves pertinent planning documents and regional and/or headquarters progress against plans, including acquisition plans prepared by acquisition program managers.
- f. Facilitates the development of requirements and coordinates acquisition strategies and contracts with acquisition organizations for the procurement of equipment required for implementation and integration of the special programs; provides oversight of associated regional budgets and procurements.
- g. Develops and manages program schedules for headquarters; provides management oversight for regional program schedules.
- h. Ensures the adequacy of transition integration and implementation planning across organization boundaries with DOD and other national/international entities, as appropriate.
- i. Is the agency's spokesperson and disseminates information internally and to OST, OMB, GAO, Congress, airspace users, media, and the public; responsible for the preparation of congressionally requested reports; represents the FAA at meetings and other forums.
- j. Is the AF focal point for the long-range planning concerning the transfer of military and FAA facilities per FAA/DOD Memorandum of Agreement on Radar Approach Controls and the NAS.

101-13. NAILS PROGRAM DIVISION. This division is the principal element within the agency responsible for assuring that all applicable NAILS element requirements are managed and integrated into all new NAS subsystems, equip-

ment, and facilities in a manner that provides for total life-cycle support. With respect to the foregoing, the division:

- a. Plans, develops, and maintains NAILS program policies, plans, and standards for the acquisition of materiel and equipment for the NAS.
- b. Develops and maintains the NAILS policy order, plans, standards, and other directives to delineate responsibilities of the division as well as those of matrix organizations.
- c. Assigns an assistant program manager for logistics to support each program manager in managing the total NAILS effort for each project.
- d. Plans and coordinates the development of NAILS requirements for each project with assistance from the NAILSMT element managers.
- e. Develops, coordinates, and updates integrated logistics support plans in support of the program manager for each project, which defines the total NAILS requirements, responsibilities, and efforts to support the program manager and the project for its life cycle.
- f. Evaluates and integrates NAILS requirements in the planning and procurement process.
- g. Monitors and tracks all NAILS functions for each project to ensure effective implementation and informs appropriate program managers of budgets, schedules, and other program activities that affect the NAILS Program.
- h. Reviews contractor NAILS data deliverables to ensure that all contract requirements are addressed.
- i. Manages and coordinates the activities of all support contractor NAILS efforts to maintain control of all NAILS elements relating to each project.
- j. Supports the FAA in DOD/FAA NAS Transition Planning Working Group meetings.
- k. Represents the FAA in the joint DOD/FAA Level of Repair Analysis Working Group.
- l. Develops/tailors logistics support analysis tasks in accordance with Military Standard MIL-STD-1388-1A, Logistics Support Analysis (LSA), for each project.
- m. Coordinates with the contractor's integrated logistics support manager, and attends all meetings with the contractor, where NAILS requirements are discussed or reviewed.
- n. Reviews NCP's for impact on NAILS element requirements and life-cycle support.
- o. Serves on technical evaluation teams.
- p. Provides staff management to the Director for NAS CCB when changes occur which affect NAILS requirements.

q. Prepares and centrally controls all NAILS contractor data requirements lists and data item descriptions.

r. Develops and maintains a NAILS overview course for program management personnel.

s. Represents the FAA as a voting member on the DOD Joint Services Logistics Support Analysis Working Group (JLSA-WG), which has responsibility for Military Standard MIL-STD-1388-1A and Military Standard MIL-STD-1388-2B, DOD Requirements for a Logistics Support Analysis Record.

t. Participates in the DRR process and provides staff management to the director for his participation on the DRR Executive Committee.

u. Participates in the Procurement Readiness Review.

v. Integrates the regions into the NAILS Program.

w. Coordinates with the FAA Logistics Center and the FAA Academy on all NAILS activities requirements logistics support.

x. Is headquarters liaison for the Computer-Aided Acquisition and Logistics Support Program objectives, policies, and procedures.

y. Performs oversight and assessment of overall NAILS policy, planning, and implementation.

z. Reviews/evaluates procurement requests, all solicitation documents, contracts, and modifications for each project for inclusion of NAILS requirements.

aa. Assesses overall logistics support planning activities for NAS systems implementation.

bb. Identifies requirements for and develops and manages NAILS models and other NAILS management tools.

